Chief Albert Luthuli Local Municipality

Change Management Policy.

CONTROL SHEET	
Council Resolution Number	
Policy Name	Change Management Policy
Policy status	
Date of next review	This policy will be reviewed annually
Purpose	The purpose of this policy is to provide the Chief Albert Luthuli Local Municipality with a procedure for the change control function that shall be established to manage, record and track all changes for Chief Albert Luthuli Local Municipality ICT environment
Aims and objectives	The objective of this policy is to ensure that standardized processes are followed and adhered to accordingly. This is to ensure that no changes take place as a quick change, with "after the fact" documentation, without any prior authorisation.
Applicability	This policy is applicable to all employees of the Chief Albert Luthuli Local Municipality, including learners and interns as well as all other stakeholders who make use of the Chief Albert Luthuli Local Municipality ICT network and systems.
Related policies and Legislation	• State Information Technology Act (Act no 88 of 1998) • Protection of Information Act (Act no 84 of 1982) • Minimum Information Security Standards (MISS) Second Edition March 1998 • Municipal Internet Usage Policy • Municipal Email Policy • Municipal Password Policy • Municipal ICT Security Policy • Municipal ICT Equipment Usage Policy.
Policy Benchmark and references	
Stakeholders consulted	
Policy Custodian	Director Corporate Services
Accountability	The Municipal Manager is accountable for the implementation of this policy
Approving Authority	Municipal Council is the approving authority for this policy

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MR. M. E THABETHE (Pr. Tech.Eng)
Municipal Manager

11 JUNE 2024
Date

Contents

1. Preamble 3
2. Terms and definitions 3
3. Purpose 4
4. Objective of this Policy 4
5. References and Related Legislations and Regulations 4
6. Scope of the policy 5
7. Process Overview 5
8. Roles and Responsibilities 9
9. Change Lead Times 10
10. Consequences of non-compliance 11
11. Implementation 11
12. Policy review 12

1. Preamble

The complexity of current business environments, and the diverse technology used in ICT infrastructure environments demands a greater control to minimize risk and potential impact on the business.

Procedures should be instituted to ensure all changes are recorded, followed up and escalated to management when necessary. It is important that these procedures are adhered to at all times.

2. Terms and definitions

2.1 Accountability means ensuring that the actions of an entity or individual may be traced uniquely to that entity or individual, who may then be held responsible for that action;

2.2 Authentication means establishing the validity of a claimed entity/verification of the identity of an individual or application;

2.3 Availability means being accessible and useable upon demand by an authorised entity;

2.4 CAB means Departmental Change Advisory Board.

2.5 Confidentiality means the principle that information is not made available or disclosed to unauthorised individuals, entities or processes;

2.8 Information and communication systems mean applications and systems to support the business, utilising information technology as an enabler or tool;

2.9 Information technology means any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission or reception of vocal, pictorial, textual and numerical data or information;

2.10 Monitoring means performance measurement to ensure the confidentiality, availability and integrity of operational systems and information;

2.11 VPN means Virtual Private Network;

2.12 SLA means Service Level Agreement;

3. Purpose

The purpose of this policy is to provide the Chief Albert Luthuli Local Municipality with a procedure for the change control function that shall be established to manage, record and track all changes for Chief Albert Luthuli Local Municipality ICT environment.

4. Objective of this Policy

The objective of this policy is to ensure that standardized processes are followed and adhered to accordingly. This is to ensure that no changes take place as a quick change, with "after the fact" documentation, without any prior authorisation.

5. References and Related Legislations and Regulations

The following publications govern the execution of the ICT Change Management Policy and were taken into consideration during the drafting of the guidelines and policy:

(a) State Information Technology Act (Act no 88 of 1998);
(b) Protection of Information Act (Act no 84 of 1982);
(c) Minimum Information Security Standards (MISS), Second Edition March 1998;
(d) Municipal Internet Usage Policy;
(e) Municipal Email Policy;
(f) Municipal Password Policy;
(g) Municipal ICT Security Policy;
(h) Municipal ICT Equipment Usage Policy.

6. Scope of the policy

This policy is applicable to all employees of the Chief Albert Luthuli Local Municipality, including learners and interns as well as all other stakeholders who make use of the Chief Albert Luthuli Local Municipality ICT network and systems.

7. Process Overview

The Change Management Process seeks to manage and control the changes through processes and procedures and then ensuring that the appropriate authority levels exist for each change.

The following process steps shall be used within Chief Albert Luthuli Local Municipality:

7.1 Change Initiation

7.1.1 A change is initiated when the requirements for a change has been identified. This request for change can be initiated for the following reasons:

(a) Change to infrastructure components.

(b) Resolving problems.

(c) Project related activities.

(d) Ad-hoc activities that influence service delivery.

7.2 Change Planning and Building

7.2.1 Under the responsibility of change planning and building, changes may be scheduled and planning may be provided if necessary for the optimum control of the change.

7.2.2 Change Management has a coordination role, supported by line management, to ensure that activities are both resources and also completed according to schedule.

7.3 Change Logging and Filtering

7.3.1 Under the responsibility of the ICT , changes are logged at ICT section

7.3.2 Each Change may be categorized accordingly in the automatic function of the Help Desk Remedy system.

7.3.3 A Request for Change Form (Annexure A) needs to be completed for the following changes to the ICT environment:

CLASS	ITEM	DEFINITION
Significant	Install	New requirement introduced
Minor	Move	Move of any component within the Infrastructure environment
Significant	Addition	Additional requirements (including releases and or upgrades) within the Infrastructure environment
Minor	Configuration	A change to the function or the assembly to the Infrastructure environment
Significant	Decommission	Removal of any component from the Infrastructure environment
Minor	Operational state	Change from the current operation state of a component within the Infrastructure environment

7.3.4 There are two change types that needs to be adhered to based on the above classes and items:

CHANGE TYPE	DEFINITION
CAB Changes	For changes that need to be channeled via the CAB after which approval or rejection will be provided
Pre-approved changes	For changes that can take place without being channeled via the CAB, e.g. password resets / creation of new user accounts
CAB CHANGES	**PRE-APPROVED CHANGES**
May cause down-time on production systems	May not cause down-time on any system

May affect one or more SLAs	May not affect any SLA
May affect configuration information	May not affect any processes
May affect processes for services	
Changed with high risk involved	

7.4 Emergency Changes

7.4.1 The emergency change management process shall provide a change control mechanism in the event of an emergency. The goal is not to bypass the Change Management Processes but rather to speed up the process and execute it quickly and efficiently when the normal process cannot be followed due to an emergency.

7.4.2 The following criteria shall be accepted as Emergency Changes

(a) Production loss

(b) Financial loss

(c) Prevention of death

(d) Legislation changes

7.5 Change Approval

7.5.1 Prior to the approval of changes, an approval indicator shall be allocated to the change to enable the correct workflow associated with the required approval. The risks of the Change will determine the required approval:

CATEGORY	VALUES		
	1	2	3
1. Change Classification	Major	Significant	Minor
2. Priority	High	Medium	Low
3. Impact	Multiple districts	Single district	No impact
4. Implementation	Exceed 4 hours	Complex	Simple
5. Black out	Exceed 4 hours	Complex	Simple

7.5.2 The sum of the value of the five risk categories may determine the approval process:

Low risk	Greater than 10 = Minor Approval required
Medium risk	From 6 to 10 = Significant Approval required
High risk	Less than 6 = Major Approval required

7.5.3 The risk factor indicates the nature of the approval:

Minor Approval	The Chairperson of the CAB has delegated authority to approve and schedule changes to the Senior Manager: Information Technology and shall report back to CAB
Significant Approval	The change submitted shall be discussed at the CAB and relevant documentation are sent to CAB members before the meeting for assessment
Major Approval	IT SECTION shall raise the Request for Change with the CAB. Approved changed must be passed back to the CAB for scheduling and implementation
Emergency Approval	Request for Change forms and relevant documentation are sent to CAB members for approval. A minimum of two members need to approve the change

7.6 Change Implementation

7.6.1 IT Division shall be responsible for implementation of all changes as scheduled.

7.6.2 Feedback regarding the success or failure of the change shall be provided to the CAB within 5 days after the planned completion time.

7.7 Change Review and Reporting

7.7.1 IT Division management shall perform an evaluation of the changes implemented. The purpose of this review shall be:

7.7.1.1 Establish if the change had the desire effect and met the objectives

7.7.1.2 Tasks and follow-up actions assigned to correct any problems or inefficiencies arising in the change management process itself as a result of ineffective changes

7.7.1.3 Where resources were used to implemented the change as planned, and any problems or discrepancies fed back to CAB helping to improve the future estimating process

7.7.1.4 Review satisfactory and abandoned changed, and formally closes them in the ICT help desk system.

7.8 Communication

7.8.1 Communication will be managed according to the predefined communication structure for each project. Communication shall include:

(a) Change approvals

(b)Change notifications

(c)Change control escalations

(d)Change management processes and procedure changes

(e)Change management standard changes

(f) Change management policy changes.

8. Roles and Responsibilities

Different owners of processes and responsibilities can be identified.

8.1 Manager: Change Management

The manager for change management shall be responsible for:

8.1.1 Defining of the Change Management process, procedure, division of work and the roles and responsibilities within the process

8.1.2 Contributing to the evaluation or establishment of the change management system, ensuring conformance to documentation standards

8.1.3 Maintaining the change management system in accordance with agreed procedures

8.1.4 Reviews on procedures and other processes checking for compliance against the quality system, and external standards where appropriate

8.1.5 Communicating all updates and/or changes of the Change Management Process

8.1.6 Promoting awareness of the importance of a structured change management process, working with other business units

8.2 Change Advisory Board

8.2.1 The Department shall formulate a Change Advisory Board to function within the following mandate:

8.2.1.1 To formalize an official forum to review all changes in a structured way.

8.2.1.2 To focus the attention of the Committee to the management of changes.

8.2.2 The Change Advisory Board shall:

8.2.2.1 Review all high impact changes to be implemented

8.2.2.2 Review any change that was implemented unsuccessfully or had to be cancelled

8.2.2.3 Screen all the changes to ensure the correct category, type and item have been selected.

8.2.2.4 Monitor routine and low impact changes.

8.3 IT Division

8.3.1 Implement Change requests as per above mentioned Change Management Process

8.3.2 Provide regular feedback on progress regarding the change request and schedule.

9. Change Lead Times

9.1 Change lead time is the amount of time required to evaluate and adequately plan for change implementation. Lead time is measured from the time the change is submitted until the change is actually implemented. Lead time shall vary by the type of change.

9.2 All changes to be submitted shall be done within the following lead time matrix:

SERVICE	LEAD TIME
APPLICATION SYSTEMS	
New Application Releases	1 month
Incident Fixes	12 – 24 hours
Emergencies	12 hours
OPERATIONS	
Installation of hardware	1 – 2 months
Consumable – tapes / cartridges	2 weeks
Changes to Schedules	48 hours
Hardware maintenance	1 month
Changes to operation of servers	1 week
NETWORK	
Installation of new data lines	2 months
In- and outdoor transfer of data lines	1 month
Installation of new equipment on existing network	2 weeks
Incident fixes	3 weeks
TECHNICAL SUPPORT	
New application release	3 weeks
Environmental changes	2 months
Incident fixes	24 – 48 hours
Software evaluation	2 weeks
The lead time for non-standard changes that require research shall be negotiated with SBU's concerned, and will depend on the nature and complexity of the change or captured in Operational Service Level Agreements	

10. Consequences of non-compliance

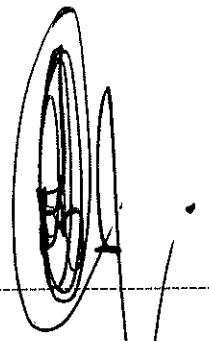
Non-compliance of this policy may lead to disciplinary actions, legal liability as well as dismissal.

11. Implementation

This policy comes into effect from the date of approval.

12. Policy review

This policy shall be reviewed annually.



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