HEALTH QUEST

DESCRIPTION: Change Management	
SIGNATURE:	DATE ISSUED: 6/26/2013 REVIEWED: 01/31/2017
APPROVED: R. Gilliland	VERSION: 2.0
REFERENCE NUMBER: CM1	PAGE: Page 1 of 3

PURPOSE:

This policy governs the process used to make changes to the organization's IT infrastructure and systems, and is designed to ensure that changes to the IT environment are done efficiently while minimizing the risk to the business.

Specifically, change management is intended to:

- Ensure that all parties, HQIT, HQMP, Heart Center, Administration, Hospitals, Business Partners, can assess the potential impact of a change to other areas of the business.

- Ensure that there is a clearly documented path for all changes to follow so that changes are 'in control'.

- Ensure changes are tested before going into production.

- Ensure changes are approved by the impacted parties and business partners before going into production.

- Ensure changes are reviewed AFTER going into production.

- Minimize the number of 'emergency changes'.

- Establish standards for the change management process so that the level of effort involved in change management is appropriate for the level of risk involved in the change.

- Establishes clear accountability for those involved in changes.
- Ensure full compliance with Health Quest's business requirements, regulatory requirements and industry standards.

- Ensure final signoff is secured from the business owner(s) and associated IT Director/Manager.
- IT Management will not promote a change into production without first validating that testing was complete and in compliance with the HQIT Testing Policy.
- If applicable, IT Management will assess the impact of a change on users and determine, if needed, user readiness and education is performed. This will be reviewed by the business owner in advance of their approval.

SCOPE:

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The Change Management Policy encompasses all IT systems and technology that support critical business functions. This includes changes made to any of the following:

A. **Software.** Any changes to software used in production, such as installations, patches, and version upgrades. This includes operating systems, business applications, and device control software.
B. **Hardware.** Addition, removal, relocation or modification of major computer hardware such as servers. This would include some, but not all changes made to network appliances.
C. **Data.** Any changes to databases such as changes in the table structure or changes in source data, or changes to the database software. Bulk changes to the content of databases or complete copies made outside routine back-up/replication also require change management.
D. **Planned Outages.** If a downtime of any major production system or service is scheduled for whatever reason, a change management is required.

Changes made to non-Production environments do not require change management tickets. However, IT management may choose to put major non-Production changes through the change management process and this policy does not prohibit that.

POLICY:

Change in control: changes to the Production IT environment at Health Quest are to be approved through a standard change management procedure. Except as defined in the Change Management procedure, changes may not be made without prior approval at a Change Management meeting.

Change Management System: All requests for changes to the IT environment described in the Scope above must be made using the Health Quest Change Management system.

The role of vendor's in change management: All vendors that assist in the managing of its production systems will adhere to Health Quest's Change Management Procedure. In cases where an application is hosted remotely, it is the responsibility of IT management to ensure that the vendor's change management procedures are integrated with Health Quest's so that Health Quest maintains

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appropriate control and documentation on changes.

Change Coordinator: IT Senior management will designate a Change Coordinator. The Change Coordinator will be responsible for staffing the change management process. The coordinator's responsibilities include, but are not limited to:

1. Preparing the agenda for the Change Management meetings
2. Facilitating the Change Management meetings, including taking attendance and recording all decisions.
3. Updating Change Management tickets as the status of the tickets change
4. Ensuring that approvals, sign-offs and dates are updated and accurate according the Change Management procedure.
5. Ensuring that Downtime notices are communicated as appropriate.

For a change to be managed, the following must be documented:

A. A description of the change that provides, at minimum, the following:
   a. The name of the requestor.
   b. The system that is to undergo change.
   c. A description of what parts of the system are to be changed.
   d. The date of the change.
B. A description of the change management process that provides, at minimum, the following:
   a. The name of the manager approving the change and the date of the approval.
   b. The date the requestor approved the change.
   c. The date that the change was discussed at the Change Management meeting.
   d. The status of the change after the meeting.
   e. The actual date of the change.
   f. The date of the final sign-off after the change has been implemented.

Changes made without approval will be documented. Individuals making changes without approval will face disciplinary action in accordance with the standards for disciplinary action as set by the individual's manager in conjunction with HR as appropriate?