



KAROO HOOGLAND LOCAL MUNICIPALITY CHANGE POLICY AND PROCEDURES


DATE OF ADOPTION: 30.06.2023

DATE OF IMPLEMENTATION: 01.01.2023

SIGNATURE OF SPEAKER: 

DATE: _____

DATE OF REVIEWED: _____

SIGNATURE OF SPEAKER: 

SCOPE

The Change Control policy is established to

- Provide guidance and oversight of the configuration and change control processes for systems included in the municipalities' projects. These systems include Management Information and any other Computer related Systems.
- Sets strategic direction and priorities for Information Management.
- Reviews and approves recommendations for Information Management
- Standards, policies and procedures, and reviews issues of non-compliance
- Ensures senior management and other stakeholders have input into the planning process.
- Reviews and endorses recommendations for allocation and commitment of resources, annual Information Systems capital budgets and large projects to appropriate decision making authorities.
- Provides ongoing oversight review of large projects and initiatives at pre-defined Milestones.

PURPOSE

The purpose of the Change Control procedures is:

- To review, approve/not approve, prioritize, and manage production system customizations or modifications in an organized and timely manner. The goal is to limit production software changes and effectively manage the impact of those changes on project schedules, costs, and existing and planned information systems.
- Aligns information management strategies with overall organizational mission
- Facilitates the achievement of optimal information management.
- Encourages constituent ownership of IT initiatives and endorsement of ICT policies.
- Encourages a collaborative work environment and fosters trust via mutual credibility and responsiveness.

CHANGE CONTROL PROCESS

Change Control is the overall process for management of the preparation, justification, evaluation, coordination, and implementation of proposed changes to the Systems of Karoo Hoogland Local Municipality. Change Control begins after software products are migrated into the production environment. The following process shall be utilised for submitting proposed system changes and determining approval/disapproval of those changes:

CHANGE MODIFICATION PROCESS

1. A System Modification Request can be initiated by either the office of Karoo Hoogland or SEBATA
2. This System Modification Request must be forwarded to the Director of Financial Services\ICT Manager.
3. The Director of Financial Services & ICT manager will prioritise the System Modification Request as follow:
 - a. High- modifications are items that are critical to production, processing, and must be completed as soon as possible. They are often statutory mandated and based on a change in regulation or statute or required to correct a software failure or system halt in the production environment.
 - b. Medium- modifications are items that may be highly visible to external entities or may affect the technical integrity of the software but does not halt production.
 - c. Low- modifications are neither production critical or highly visible. Generally these changes are considered system enhancements or may be specific to a local organization.
4. In the event of high and medium priority the Director of Financial Services will forward this System Modification Request to the ICT steering Committee for approval. In the event of low priority the Director of Financial Services can approve.
5. If the ICT steering Committee disapprove of any changes they will do so in writing and with reason.
6. If the ICT steering Committee approves, a decisions may include approval with modifications, business need, costs, technical complexity, and impact on future upgrades should be considered before any approval is granted.
7. Any System Changes must be accompanied by a roll back plan so if the system changes are unsuccessful the system can be reverted to its previous state ensuring the system is operational.

EMERGENCY CHANGE

An emergency change is one that is required to be applied immediately to **ensure the application or system continues functioning and cannot wait for the next change control meeting**. They still require approval by the system owner or the system owners Head of department if the owner is not available.

Emergency changes are not a cure-all for lack of planning by technical administrators and if abused may result in escalation of issues. The System owner will fully motivate the priority.

High
Production Critical
Medium
High Visibility
Low

SYSTEM MODIFICATION PROCESS

An appropriate response communicating the outcome of the decision-making process will then be made to the individual who submitted the System Modification Request.

The approval/disapproval of the System Modification Request is communicated to the originator of the request.

SERVICE LEVEL AGREEMENT (SLA)

Any process of changes that is written in an approved SLA, may overwrite this policy.

CRITERIA

The establishment of assessment criteria will permit the Steering Committee to evaluate customization requests from a business need aspect while at the same time address their feasibility, cost, and timeliness, and, if necessary, make recommendations to the Municipal Manager. In evaluating a proposed system change, the IT Steering Committee members shall consider the following criteria in reaching a decision:

The production criticality of the proposed change (High, Medium, or Low)

A **business assessment** which will focus primarily on the cultural changes required by the proposed change and should take into consideration existing reengineering efforts currently being undertaken as well as any applicable business case analyses. Included in this assessment will be a synopsis of the proposed change, the business need for the change (regulatory, agency or local policy, bargaining unit agreement, or local need), the customer requirements and expectations, and any time sensitivities. Additionally, this assessment should include an analysis of the implications of approving or not approving this change on both local operations and on other operations as well as any internal re-engineering efforts. This analysis should consider the affect, if any, on collateral systems, current development activities and future application upgrades.

A **technical assessment** which will focus primarily on the technical implications of the proposed change. It should take into consideration the impact on current and future operations, project priorities, long term strategy, and the impact on future application upgrades. The following type of information will need to be provided by the Operations and Support manager.

The technical impact of the proposed change on the system any approved implementation schedules (would it be better to wait for the next release and will this change be in that release?) any impact this change would have administration-wide

The impact of this change on upgrades, future releases and system functionality

The impact of the proposed change on the system (High, Medium or Low). Changes that have a Medium or Low impact on the project will be resolved by the Change Control and IT Steering Committee. Changes that will have a High impact on the system will be referred to the Municipal Manager for approval.

DOCUMENTATION

- 1) A comprehensive policy to manage configuration changes
- 2) A standard System Modification Request
- 3) Submitted modification requests, along with the determination and the reasons for the results and reasons for the results of the modification requests.
- 4) A list of approved changes, implemented changes, original and actual time estimates for producing the approved changes, responsibility for producing and testing the change.

8.1 POLICY REVIEWS

At present there is a Clause in all approved policies whereby it be reviewed annually by the Council.

There is however only a certain number of policy statements (e.g. finance related) that must be reviewed annually according to legislation. This policy will also be reviewed when changes are made.