Change Management Standard

Introduction
The Oklahoma Office of Management and Enterprise Services Information Services prescribes to a standardized process for change management for the State of Oklahoma's technology systems and services which is aligned with the Information Technology Infrastructure Library framework and methodology. Oklahoma state agencies, partners, vendors, suppliers and other third parties in conjunction with, as a service of, as a request from and/or as a participating member in OMES' change management process reduce the overall risk of implementing change into our IT environments. Change management plays an integral role in OMES' vision and fulfilling its mission to Oklahomans.

Standardized change management allows OMES to respond to our partners' needs, requests and requirements quickly, effectively and efficiently while reducing change related incidents, disruptions and re-work. It also ensures that the overall risk of implementing change into our IT environments is coordinated, communicated, mitigated and reduced.

Purpose
This document establishes the requirement for Oklahoma State agencies and third parties contracting, supporting, managing and/or installing IT services and systems with, on behalf of, in partnership with and/or under the authority of Oklahoma State agencies do so in compliance with OMES IS policies, standards and procedures. Details regarding OMES IS policies, standards and procedures can be found in the State of Oklahoma Policy, Procedures and Guidelines website.

Definitions
Third party – Any contractor, service provider, consultant or any other individual and/or organization external to state government providing services on behalf of, for or as an agent of state government.

Change management – The logistical process of enacting and tracking change to IT systems and services within an organization.

Change control – The process of evaluating suggested changes to IT systems and services and determining whether or not they should be enacted within the organization.

Change – The addition, modification or removal of supported hardware, networks, software, applications, infrastructure or other IT systems or services that could impact services supported by OMES or utilized by State of Oklahoma agencies and/or partners.

Standard
The goal of change management for the State of Oklahoma is to respond to our partners' needs, requests and requirements quickly, effectively and efficiently while reducing change-related incidents, disruptions and re-work. Change management accomplishes this goal by standardizing the methods and procedures that are used for implementing changes to controlled environments while promoting clear communication and coordination activities between IT groups and impacted partners. The purpose of these activities is to ensure that the overall risk of implementing change into our IT environments is communicated, mitigated and reduced.

OMES IS utilizes a centralized IT service management tool for change management activities and documentation. The state's standard ITSM tool is documented in the enterprise reference architecture.

Additionally, the following applies to the OMES change management processes:
- OMES identifies the scope of change management as all changes to controlled environments including the underlying infrastructure supported by OMES IS, any non-OMES IS-managed systems or services that interact with OMES IS-managed systems or services and any IT system or service utilized by the State of Oklahoma agencies and/or partners.
- Change records shall be entered by the requestor into the OMES ITSM tool. Parties that do not have access to the OMES ITSM tool shall submit their change requests, maintenance notifications and other change-related communications via email to change@omes.ok.gov unless otherwise directed by the OMES change management team.
- Change control submissions shall follow OMES' established risk-based lead times.
- Third parties must participate in OMES IS change control.
- Third party change control shall be submitted to OMES IS to be recorded in OMES' change management system of record. This includes, but is not limited to, notifications of maintenance and requests for change performed by the third party. The third party shall notify OMES IS of maintenance or requests for change that their partners perform that impact the system or service the third party provides to the State of Oklahoma.
- OMES requires that third party maintenance notifications and requests for change be sent two weeks prior to the implementation date for proper scheduling and conflict review, but must be received no later than 48 hours before implementation, except in the event of critical emergency maintenance or restoration of a service caused by a service incident.
- OMES IS shall be provided with the results of the maintenance or request for change upon completion of the implementation. Results shall include the means used to validate the success or failure of the maintenance or change.
- OMES IS shall be provided a root cause analysis report if maintenance or change results in an unexpected outage or service degradation.
- OMES IS shall provide state agencies, partners and third parties notification of any maintenance or change that impacts their systems or services.
- For contractual information, refer to Attachment D Information Technology Terms Section 14 for change management requirements.

Compliance
This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale

To coordinate and require central approval of state agency information technology purchases and projects to enable the chief information officer to assess the needs and capabilities of state agencies as well as streamline and consolidate systems to ensure that the state delivers essential public services to its citizens in the most efficient manner at the lowest possible cost to taxpayers.

References

- [Policy, Standards & Publications (oklahoma.gov)](#).

Revision history

This standard is subject to periodic review to ensure relevancy.

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Approved by: Dan Cronin, Chief Information Officer	