

RESTRICTED

**DEPARTMENT OF COMMUNITY SAFETY AND TRANSPORT
MANAGEMENT**



**INFORMATION COMMUNICATION AND TECHNOLOGY CHANGE
MANAGEMENT POLICY**

ICTCMP VERSION 1.0

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Stakeholder Sign-Off

Name	Position	Signature	Date
Mr S. Matlhako	Departmental Information Technology Officer & Director Strategic Support		30/01/19
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Records Management Sign-Off

Name	Position	Signature	Date
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Glossary of Terms

Change Management	Is a systematic approach to dealing with the transition or transformation of the departmental goals, processes or technologies
Change Management Committee (CMC)	The Committee responsible for change requests
RFC	Request for Change
DCS&TM	Department of Community Safety and Transport Management
Department	Department of Community Safety and Transport Management
DITO	Department Information Technology Officer
HoD	Head of Department
Information Communication Technology (ICT)	The study or use of systems (especially computers and telecommunications) for storing, retrieving, and sending information.
User	Employee accessing the system for the purpose of processing or authorising transaction, updating or amending system data or extracting Management reports from such system.

1. Introduction

This Policy is designed to document the way that Departmental ICT manage changes that occur to Departmental Systems in a way that minimises risk and impact to the department.

ICT Change Management can be defined as a process to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to control IT infrastructure, in order to minimize the number and impact of any related incidents upon service. ICT changes can be executed as a result of departmental mandates designed to increase efficiency, or reflect business or service improvement initiatives. ICT Change management is made up of a number of processes: planning, testing, communicating, scheduling, implementation, documenting, and evaluating.

2. Regulatory and Guidance Framework

- i. Public Service Act (Proclamation No 103 of 1994)
- ii. Electronic Communication and Transaction Act 25 of 2000
- iii. State Information Technology Agency Act 88 of 1998 (as amended by Act 38 of 2002)
- iv. Departmental ICT Security Policy
- v. Departmental ICT Portfolio Management Framework
- vi. Electronic Communications and Transactions Act (no. 25 of 2002)
- vii. Communication –related information Act (Act no. 70 of 2002)
- viii. Public Service Regulation of 2016, Chapter 6, Section 96
- ix. Copyright Amended Act 9 of 2002, Chapter 1, Section 11B
- x. Protection of Information Act (Act no 84 of 1982)
- xi. Public Finance Management Act No. 1 of 1999 as Amended by Public Finance Management Amendment Act, No. 29 of 1999

3. Scope of application

This policy applies to all employees in the Department as well as other stakeholders utilising the departmental ICT network or systems.

4. Purpose and Objectives

The purpose of this policy is to describe the responsibilities, policies and procedures to be followed when a change is to be made in the Departmental ICT Systems.

The objective of ICT Change Management is to enhance awareness and understanding of the proposed changes across the department and ensure that all changes are made in a thoughtful way that minimizes negative impact to services.

5. Administration of the policy

Departmental Information Technology Officer (DITO) is responsible for monitoring and must ensure compliance to the implementation of this policy. The Department needs to establish the Departmental ICT Change Management Committee where all changes shall be presented for recommendations.

6. Policy Content

It is the responsibility of Strategic Support Services to manage the System Development Life Cycle of all the Departmental ICT Systems. All the processes and procedures relating to change control and management are clearly defined in this document.

The following steps shall be followed:

6.1 Identify Change

ICT Change occurs to improve a process, a system, or an outcome. This also involves identifying the resources and people who shall facilitate and lead the change process. The ICT change can be requested for the following reasons:

- Resolving problems;
- User wants an addition or alteration to the agreed-upon deliverables for a project;

- Other activities that influence service delivery.

6.2 Plan for the change

ICT changes must have a clear description of the project's scope, budget, schedule, plans to manage risks and changes. ICT Change Management Plan should document how the changes shall be proposed, monitored and controlled.

There should be no change without evaluation and approval by the relevant departmental committee. The Departmental committee must ensure that the resources are made available and the project is completed according to schedule.

6.3 Change Logging Procedure

The User/ Project Manager must complete the ICT Request for Change Form (*Annexure A*). There has to be clear reasons as to why there is a need for change to be made.

6.4 Communicating Change

The user shall sign-off the change request form. Users shall be required to make submissions and comment prior to the acceptance of the change. The changes have to be presented to the Departmental Change Management Committee for recommendation.

6.5 Approval for Change

The Change Management Committee shall ensure that all the relevant information provided is correct and complete. Once the CMC is satisfied with the information provided for RFC, the recommendations of the Request for Change by the CMC shall be forwarded to the Accounting Officer for review and approval.

6.6 Testing

ICT changes shall be tested in an isolated environment (where such an environment is feasible) prior to implementation of changes to verify that only intended and approved changes are made to assess its impact on operations and security.

6.7 Implementation of ICT change

A detailed implementation plan shall be in place on how the changes are going to be implemented. Major changes shall be classified according to effort required to develop and implement the said changes. In the event where the implementation

of change shall affect normal departmental operations, all affected directorates shall be informed on the impact of change. The DITO shall coordinate all ICT activities for the successful implementation of change and ensure that all the resources are available.

6.8 ICT Change Review

The DITO shall convene a meeting with the relevant stakeholders to review the ICT Change Implementation. Once the review process is finalised, the change meeting shall resolve to close the change. Feedback on the success or failure of the ICT Change shall be communicated to the Departmental Change Management Committee after the planned completion time.

6.9 Roll Back Plan

Not all changes will go as expected. If one activity in the change process fails, the system must rollback to the previous consistent and working configuration. Procedures for aborting and recovering from unsuccessful changes shall be documented. Should the outcome of a change be different to the expected result (as identified in the testing of the change), procedures and responsibilities shall be noted for the recovery and continuity of the affected areas. Roll back procedures shall be in place to ensure systems can revert back to what they were prior to implementation of changes.

7. Classification of Change

All changes must go to the Departmental Change Management Committee. Changes are classified according to the urgency of the change and the potential customer impact.

7.1 Standard Change

Standard Changes are pre-approved changes that are considered relatively low risk, are performed frequently, and follow a documented Change Management process. The proposed Standard change describes how the change and associated risks shall be managed. Once the Accounting Officer or Delegated official has approved the Standard Change, it can be carried out.

7.2 Emergency Changes

An emergency change is where the department need to make an urgent change to resolve a high priority or high impact outage. The objective is to speed up the change process and execute it quickly. The Emergency change shall be approved by DITO.

8. Change Request information

8.1 ICT Infrastructure Change Request

ICT Infrastructure refers to collection of hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and/or support Information Communication Technology.

The Infrastructure change request must take the following into consideration:

- Description of the environment within which the change is requested;
- Impact on technology, processes and standard operating procedures;
- Impact on skills and competency requirements;
- Purpose of the change requested;
- Risks associated with change requested

8.2 Application Software Change request

Application Software refers to a computer program designed to help users perform their activities, it includes database, word processors, Web browsers and spreadsheets. The application change request must take the following into consideration:

- The name of the application in which the change is requested;
- Purpose of the system;
- Description of change;
- Business processes impact;
- Impact of not implementing change

9. Risk Management

Risk assessment shall be performed for all changes.

10. Roles and Responsibilities

10.1 Change Management Committee shall:

- Review all ICT changes to be implemented;
- Make recommendations for the attention of the Accounting Officer;
- Ensure that all the necessary security controls are implemented and complied with as per this policy.

10.2 Departmental Information Technology Officer shall:

- Evaluate ICT change request and potential risks and come up with mitigation plans to address risks;
- Ensure that the policy and procedural changes are communicated to users and management;
- Coordinate the implementation of new or additional security controls for change management;
- Communicate all changes of the ICT Change Management process, working together with the other directorates;
- Promote awareness on the importance of ICT Change Management processes.
- Approve the emergency changes.

11. Policy Compliance

A breach of this policy shall have severe consequences and shall be treated in terms of departmental disciplinary code.

12. Related Policies

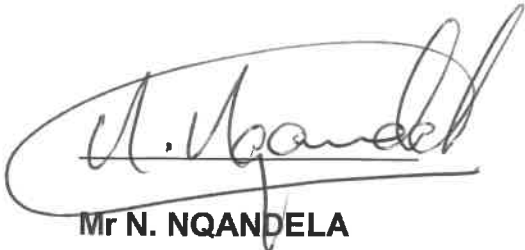
Effective implementation of this policy requires that it be read together with other Departmental policies.

13. Review

This policy shall be reviewed every three (3) years and/or when such a need arises.

14. Approval

This policy is approved by the Accounting Officer and is applicable with effect from the date of approval below.



Mr N. NQANDELA

ACCCOUNTING OFFICER

31/01/19
DATE



STRATEGIC SUPPORT SERVICES

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ICT REQUEST FOR CHANGE (RFC)

ANNEXURE A

General Information			
Requestor Name			Date
Office			
Contact Person	Phone	Email	Fax

Change Request Definition - (Fill in this section before Change Management Committee requests an evaluation)
Description – Describe the proposed change.
Justification – Justify why the proposed changes should be implemented.
Impact of Not Implementing – Explain the impact if the proposed change is not implemented.

Change Request Evaluation Analysis (Fill in this section after Change Management Committee confirms evaluation is needed)
Check each that apply
<input type="checkbox"/> Project Schedule <input type="checkbox"/> Configuration Item <input type="checkbox"/> Product Deliverables affected <input type="checkbox"/> Project Costs <input type="checkbox"/> Project Charter <input type="checkbox"/> Design Deliverables affected <input type="checkbox"/> Project Scope <input type="checkbox"/> Requirement Deliverables <input type="checkbox"/> Construction Deliverables affected
Impact Description – Describe the impact for each of the items checked. List all deliverables affected by change request
Alternatives – If applicable - provide up to three alternatives that could be implemented instead of the proposed change.

Change Management Committee Recommendations

Review Date	Team Members	Notes	Recommendation
			<input type="checkbox"/> Evaluated <input type="checkbox"/> Recommended <input type="checkbox"/> Not Recommended <input type="checkbox"/> Defer Until: [DATE]
			<input type="checkbox"/> Recommended <input type="checkbox"/> Not Recommended <input type="checkbox"/> Defer Until: [DATE]

Rationale for Recommendation – State the rationale for recommendation.

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Change Request Management Approval

Final Approval Date	Name	Title	Recommendation
			<input type="checkbox"/> Approve <input type="checkbox"/> Reject

Special Instructions – Provide any additional information regarding the final recommendation.

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Alternative Selected and Implemented – Provide a brief description of the alternative selected

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