

ARIZONA DEPARTMENT OF ADMINISTRATION	STATEWIDE STANDARD	 State of Arizona
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S1550 - CHANGE CONTROL & MANAGEMENT STANDARD

DOCUMENT NUMBER:	S1550
EFFECTIVE DATE:	JANUARY 11, 2023
REVISION:	VERSION 1.0

1. AUTHORITY

To effectuate the mission and purposes of the Arizona Department of Administration (the “Department”), the Department shall maintain a coordinated statewide plan for information technology (IT) implemented and maintained through policies, standards, procedures (PSPs), and adoption of statewide technical coordination and security standards as authorized by Arizona Revised Statute (A.R.S.) § 18-104.

2. PURPOSE

The purpose of this standard is to provide additional details and best practices related to the associated P1550: Change Control & Management Policy and define the criteria to approve, reject, or schedule a change; define the scope of the change; provide a framework for risk and impact analysis; define the outage expected and how it will be communicated; and define the schedule and cadence of the Change Advisory Board (CAB).

3. SCOPE

This standard applies to all Budget Units (as defined in A.R.S. § 18-101) and IT integrations and/or data exchange with third parties that perform IT functions, activities or services for or on behalf of Budget Units. Applicability of this standard to third parties is governed by contractual agreements entered into between Budget Units and the third party/parties.

4. ROLES AND RESPONSIBILITIES

4.1 Budget Unit Chief Information Officer (CIO) or his/her designee shall:

4.1.1 Be responsible for ensuring that there is a Change Advisory Board (CAB) in place within the IT organization of their BU.

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4.2 Individual BU Users shall:

- 4.2.1** Become familiar with statewide and agency specific IT PSPs.
- 4.2.2** Adhere to statewide and agency specific IT PSPs pertaining to the use of State or BU IT resources.

5. STANDARD

5.1 Change Advisory Board (CAB) roles and responsibilities:

- 5.1.1** Change Advisory Board (CAB) – The group of individuals who represent various IT and client communities. The CAB is responsible for review of normal change requests. The CAB meets regularly to review pending change requests. Change Assignees / Implementers also attend CAB meetings to represent their changes.
- 5.1.2** Change Agenda – Listing of upcoming changes to be reviewed at the CAB meeting.
- 5.1.3** Change Assignee – Individual who is assigned the change ticket in the ticketing system. Normally this individual will be performing the change and can be referred to as the Change Implementer.
- 5.1.4** Change Assignee / Implementer / Coordinator (Technical Teams) – Owner of the change, the person who will work with the Change Requester (if it is someone else).
- 5.1.5** Change Coordinator/Supervisor – Technical point of contact who is responsible for the overall change implementation. The Change Coordinator may be the same individual as the Change Assignee.
- 5.1.6** Change Manager – Responsible for overall facilitation of the Change Management Process. Person or persons assigned to review changes prior to review by the CAB. The Change Manager also approves those changes reviewed by the CAB as well as emergency and standard changes.
- 5.1.7** Change Requester – Person who initially requests that a change be implemented.

5.2 CAB should establish Operating Standards for:

- 5.2.1** Criteria to approve, reject or schedule a change
- 5.2.2** Process to approve change by business stakeholders
- 5.2.3** Meeting frequency, quorum, voting and similar administrative matters
- 5.2.4** Communication plan

5.3 Change request requirements:

- 5.3.1** Scope of the change (hardware, software)

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- 5.3.2 Risk analysis
- 5.3.3 Impact analysis, including customer impact
- 5.3.4 Outage expected
- 5.3.5 Communication plan
- 5.3.6 Roll-back procedure
- 5.3.7 Schedule (timing, resources)
- 5.3.8 Playbook / runbook, roles and responsibilities
- 5.3.9 Go / no-go / roll-back decision
- 5.3.10 Approval of plan by business stakeholders

5.4 Change Planning:

- 5.4.1 This coordination should happen as early as possible, optimally one to two weeks prior to the implementation dates in order to ensure resource availability. Higher risk changes with large customer impact need to be planned out earlier, as early as a month or more prior to implementation.
- 5.4.2 Changes can be entered into the ticketing system during the planning stage. This will give added visibility to the change and enhance the opportunity for coordination. Once the appropriate coordination and planning has occurred the change will move through the change process for approvals and implementation.
- 5.4.3 All Normal Changes need to be reviewed and approved in the weekly Change Advisory Board (CAB) meeting – including those performed during the outage windows.
- 5.4.4 Change tickets must be complete and include all required documentation before they will be included on the Change Agenda and reviewed by the CAB.
- 5.4.5 Change requests will be compiled and distributed via the Change Agenda in preparation for the weekly CAB meeting.
- 5.4.6 During the CAB meeting, the CAB will review each change request. The Change Control Manager will approve or reject changes based on the risk, schedule, and known business activities which may be affected by the proposed change.
- 5.4.7 Attendance is mandatory for all groups that have submitted changes for approval. Changes without representation will not be approved.
- 5.4.8 Change Manager will follow standard change approval procedures to resolve unapproved changes.
- 5.4.9 Per the communication plan any outage that may result from the introduction of a change must be scheduled and communicated to affected areas.

6. DEFINITIONS AND ABBREVIATIONS

Refer to the [PSP Glossary of Terms](#) located on the ADOA-ASET website.

7. REFERENCES

- 7.1 A.R.S. § 18-104
- 7.2 Policy P1550: Change Control & Management Policy
- 7.3 Procedure PR1550: Change Control & Management Procedure

8. LINKS

9. VERSION HISTORY

Date	Change	Revision	Signature
1/11/2023	Initial Version	1.0	J.R. Sloan - 1/11/2023