

SALT LAKE COUNTY  
COUNTYWIDE INFORMATION TECHNOLOGY STANDARD  
ON  
INFORMATION TECHNOLOGY  
PRODUCTION CHANGE MANAGEMENT

**Purpose -**

The purpose of this standard is to ensure all changes to Salt Lake County information technology (IT) production environments, as defined in this policy, are approved through the Change Advisory Board (CAB) change approval process, or in special agreed conditions by the Information Technology Division Change Manager or Chief Information Officer (CIO).

All employees of the Information Technology Division will follow the Production Change Management Standard as established by the Information Technology Division. The Information Technology Division will monitor and enforce compliance with this standard.

**Reference -**

The standards set forth herein are provided in accordance with Countywide Policy 1400, which directs the Salt Lake County Information Technology Division to provide information technology standards. Also reference the following:

All Countywide Information Technology Security Policies in the 1400 series  
All Countywide Human Resource Policies

**1.0 Scope**

All employees of the Information Technology Division shall adhere to this Countywide standard.

**2.0 Definitions**

Information Technology Resource(s) and/or System(s)

Computers, hardware, software, data, storage media, electronic communications (including, but not limited to, e-mail, fax, phones, phone systems, and voice mail), networks, operational procedures and processes used in the collection, processing, storage, sharing or distribution of information within, or with any access beyond ordinary public access to, the County's shared computing and network infrastructure.

Other IT Infrastructure and/or Solutions

Any part of Salt Lake County's information technology infrastructure or any information technology solution that is used by Salt Lake County that CAB agrees requires change controls and lifecycle management.

County Information Technology (IT) Production Environment

IT components that are used in the operations of Salt Lake County or for business continuity purposes. This excludes IT components used only for development or testing.

#### Change Advisory Board (CAB)

A board that reviews and approves changes to the Salt Lake County IT production infrastructure made up of representatives from all Salt Lake County Agencies that manage or install IT Components.

#### Information Technology Division Change Manager

The Change Manager is a role within the Information Technology Division that both chairs the Change Advisory Board and also can approve changes which either have been agreed as being minor in nature and not having a significant impact, or need approval before the regular CAB meeting occurs due to a critical impact of Agencies' business activities, or to the services provided by the division and to ensure that Service Level Agreements are honored. *(If the Change Manager is unavailable, the Associate Director of Infrastructure will perform the Change Manager's duties. If both the Change Manager and the Associate Director of Infrastructure are unavailable, the Service Desk Manager will perform the Change Manager's role.)*

### **3.0 Standard Guidance**

- 3.1** All employees of the Information Technology Division will follow the County's IT Production Change Management standard and processes
- 3.2** Any change, as defined in the change types below, made to a County IT production environment shall be approved through the Change Advisory Board (CAB) process, or in special agreed conditions by the Information Technology Division Change Manager or Chief Information Officer (CIO), following a standard operating procedure (SOP) for each level defined below. Any change, as defined in the change types below, made to a County IT production environment shall be approved through the Change Advisory Board (CAB) process, or in special agreed conditions by the Information Technology Division Change Manager or Chief Information Officer (CIO), following a standard operating procedure (SOP) for each level defined below.
  - 3.2.1 Installations of Software or Solutions onto computers that affect more than a few business users. Such as Office 365, Adobe PDF, etc.)
  - 3.2.2 Uploads of information which are not done through standard solutions or methods that ensure compliance to business rules and regulations. This includes direct inserting, modifying or deleting of information, directly within the data stores, that either bypasses or inhibits procedures that check the validity and quality of that information.
- 3.3** Each level of change shall have a defined SOP outlining the process needed for it to be approved:
  - 3.3.1 Normal Change: Any change to an IT production environment that is not immediately critical to affected Agencies' business activities.

- 3.3.2 **Standard Change:** Similar to a normal change but following a standard and repeatable procedure. Submitted and executed once under CAB oversight with pre-approval thereafter. May be regularly scheduled (e.g. each month) or executed based on well-defined triggers.
- 3.3.3 **Break/Fix Change:** Reserved only for highly critical changes that must be introduced immediately to address a security incident, restore service or to prevent such failure from imminently occurring.
- 3.3.4 **Emergency Change:** A change that must be introduced as soon as possible before the regular CAB meeting to, for example, resolve a Major Incident or implement a Security patch. Use of Emergency Change should be judicious and monitored for abuse. (The Change Manager shall review and approve at their discretion and then notify the CAB at the next meeting.)

#### **4.0 Exceptions**

Any exceptions to this standard must be explicitly approved in writing by the Salt Lake County Chief Information Officer or their designee.

#### **5.0 Enforcement**

Anyone found to have knowingly violated this policy shall be subject to disciplinary action following County disciplinary policies.