



UNIVERSITY OF BAHRAIN

Change Management Policy in Information Technology Systems

Authority/Owner of Policy: Information Technology Center

Effective: 24 Feb, 2025

Table of Contents

1	Definitions	2
2	Policy Purpose	4
3	Policy Scope	4
4	Policy Statement.....	4
	4.1 Standard Change:.....	4
	4.2 Normal Change:	4
	4.3 Emergency Change:.....	4
5	Roles and Responsibilities	4
6	Policy Procedures	5
7	Controls	7
8	Change Advisory Board (CAB)	8
9	Contact Information	8

POLICY INFORMATION

Title:	Change Management Policy in Information Technology Systems
Policy Description:	This policy includes the development of a structured framework for managing and implementing change processes in the university's information technology systems, while ensuring that risks are minimized and academic and administrative processes are maintained.
Policy Scope:	<input type="checkbox"/> Academic <input checked="" type="checkbox"/> Administrative <input type="checkbox"/> Research <input type="checkbox"/> Student <input type="checkbox"/> general
Policy Status	<input checked="" type="checkbox"/> New policy <input type="checkbox"/> Revision of existing policy
Approval Authority:	University of Bahrain Council
Authority/ Owner of Policy:	Information Technology Center
Approval Date:	24 Feb, 2025
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Approval Date of Last Revision:	24 Feb, 2025
Date of Next Revision:	2 Jan, 2027
Related Documents:	Decree No. (69) of the year 2015 in establishing the Information & eGovernment Authority, Decision to form the IT governance committee in the university.

Policy Stakeholders

- | | |
|---|--|
| <input type="checkbox"/> President | <input type="checkbox"/> Faculty members |
| <input type="checkbox"/> Vice President | <input type="checkbox"/> Students |
| <input type="checkbox"/> Legal Advisor | <input checked="" type="checkbox"/> Admin Staff |
| <input checked="" type="checkbox"/> Deans | <input type="checkbox"/> All University Affiliates |
| <input checked="" type="checkbox"/> Directors | |

1 Definitions

System:	A set of software, data, procedures, and hardware that work together to provide a specific service or function, such as a student information management system, a correspondence management system, and an e-learning management system.
Change:	Any modification, addition or deletion in a system that may affect academic or administrative processes or users.
Change Request (CR):	An official document submitted to propose a specific change, including its details, justification and impact analysis.
Major system changes:	Changes related to critical technical systems on which the basic academic and administrative processes of the university depend.
Other system changes:	Changes related to the technical systems and infrastructure that support the academic and administrative processes at the university including network systems, infrastructure, cybersecurity systems and non-critical systems used by the university.
Information Technology Governance Committee:	A supervisory committee formed by the President of the University, responsible for the governance of all matters related to information technology and reviewing and approving change requests related to the University's critical systems.
Change Advisory Board (CAB):	A specialized committee from the Information Technology Center responsible for reviewing and approving changes related to other systems that do not require the approval of the Information technology governance committee.
User Acceptance Testing (UAT):	The process of testing the changes required on a testing environment by the applicant to ensure the accuracy of implementation as required.
Regression plan:	Specific actions to restore systems to their previous state if the change fails.

2 Policy Purpose

Provide a structured framework for managing changes in the University's IT systems to ensure proper planning, reduce potential risks, and improve the quality of services.

3 Policy Scope

This policy applies to all changes affecting the University's IT systems and services, including end users and external suppliers.

4 Policy Statement

Changes in IT systems are categorized into three main categories based on the level of risk and importance:

4.1 Standard Change:

Routine, low-risk changes, such as periodic updates or minor fixes that don't affect core operations.

4.2 Normal Change:

Changes that require evaluation and approval before implementation by the appropriate approval body according to the type of change and related systems, such as upgrading a system or adding a new feature.

4.3 Emergency Change:

Urgent changes implemented to address emergency issues or prevent service interruptions, requiring prompt approval from the IT Center Director.

5 Roles and Responsibilities

1. **Change Provider:** Responsible for preparing and submitting the change request in all its details.
2. **IT Governance Committee:** Responsible for reviewing and approving change requests related to critical systems.
3. **Change Advisory Board (CAB):** Responsible for reviewing and approving change requests related to non-critical systems.
4. **IT Center Staff:** Responsible for implementing the approved changes and following up on their results.
5. **Applicant's organizational unit:** Responsible for approving requirements, testing the system with the required changes, and conducting a user acceptance test (UAT) and approving it before launching it on the actual environment.

6 Policy Procedures

6.1 Change Application Stage:

1. The change requester submits the request through the designated form on **the approved electronic system for applications. The request must include (a detailed description of the proposed change - reasons and justifications - expected effects on systems and users - the proposed timetable for implementation).**

6.2 Application Review Phase:

1. The Head of the IT center division in charge of the system on which the change is proposed reviews the change request to complete the data of the designated form, then the request is classified into major change requests related to the main systems and need to be reviewed and approved by the IT Governance Committee or regular change requests for the Change Advisory Board (CAB).
2. The IT Governance Committee reviews applications related to key systems and assesses impact and risk.

3. The Change Advisory Board (CAB) reviews other applications and assesses the impact and risk.

6.3 Application Approval Phase:

1. After review, the application or amendment is approved or rejected with an explanation of the reasons.
2. In case of approval, the implementation timeline is determined based on the priority of change.

6.4 Change Implementation Phase:

1. The change is implemented according to the approved plan, with all affected users informed well in advance of implementation.
2. Tests:
 - I- The IT team conducts technical tests in the test environment.
 - II- The applicant conducts a user acceptance test (UAT) to ensure the accuracy of implementation.

6.5 Change implementation in the production environment:

After passing all tests, the change is applied to the production environment.

6.6 Rollback Plan Phase:

In case of unexpected problems, the rollback plan is executed to restore the system to its previous state.

6.7 Documentation and follow-up phase:

1. All stages of change must be documented, including the results and any issues encountered.
2. A post-implementation review must be conducted to assess the success of the change and draw lessons learned.

7 Controls

When requesting and implementing a change in information technology systems, the following controls shall be taken into account:

A. Applications Independence:

Each change request must be self-contained, and no more than one request is allowed to be combined into one. Each proposed change is a separate entity that requires special evaluation and approval.

B. Modification of requirements:

The applicant is allowed to amend the requirements during the analysis phase only, provided that the requirements have not been officially approved, and after the requirements are approved, no modifications or additions are allowed except through a new application.

C. System Testing:

The Information Technology Center conducts system tests in accordance with the approved requirements, while the applicant's entity is obligated to conduct a user acceptance test (UAT) to ensure that the change meets its needs.

D. Closing incomplete orders:

The Center has the right to close applications that have not been answered or tested within a month from the date of informing the applicant. In case of closure, it is not allowed to reopen the same application, but a new application can be submitted with reference to the previous application.

E. Capacity Management:

The Information Technology Governance Committee determines the annual capacity for the implementation of requests and projects, with no more than 70% of this capacity allocated to change requests. Requests are distributed based on priority and impact.

F. Implement standard changes:

Standard changes (routine and low-risk) are implemented automatically without the need for additional approval, ensuring that they are documented and followed.

G. Emergency Changes:

Emergency changes are implemented immediately after the approval of the Director of the Information Technology Center, and the relevant authorities are notified immediately. A subsequent review is conducted to assess the change and document the procedures.

8 Change Advisory Board (CAB)

1. Composition of the Board

The Change Advisory Board shall be formed by the Director of the Information Technology Center, headed by him and the membership of selected employees from the Information Technology Center, provided that it includes the heads of divisions of the Center and the Helpdesk system specialist.

2. Tasks of the Committee

1. Receive and review change requests
2. Risk and impact assessment
3. Making decisions by adoption, rejection or amendment
4. Schedule changes.
5. Communicate with stakeholders.
6. Documenting decisions and procedures.

9 Contact Information

To further assist in implementing this procedure, relevant questions can be directed to the Office of the Director of the Information Technology Center:

Email: itdirector@uob.edu.bh

Phone Number: 17438855 17438164