



NYSPI IT Change Management Procedures

To enhance stability of the IT environment at NYSPI, updates to IT systems must be carefully planned and implemented, risks assessed and impacts communicated. To that end, changes on all multi-user systems must be approved and recorded prior to the change unless specific emergency conditions defined below are met.

Changes will be submitted to psyIT using the standard IT service request process. psyIT will prepare a Change Management ticket. All change requests must include:

- a. A detailed description of the proposed change
- b. Contact details for the individual(s) performing the change
- c. The nature of the change (new installation, major upgrade, patch, physical, etc.)
- d. Urgency
- e. Schedule, including date and time of outages, inclusive of any back-out time required
- f. Software version details both current and proposed
- g. A change test plan that will ensure the change was successful and services are operational
- h. A back-out plan which can be executed if testing is not successful

psyIT management will review the change within two (2) business days or the change will be considered approved. psyIT management must respond to the change requestor within two business days with any follow-up questions.

If applicable, psyIT management will be responsible for recording changes in NYS or CUMC change notification platforms.

Approved changes which have the potential to impact multiple business units must be announced to potentially impacted users at least two (2) days prior to the change. Generally, announcements will be distributed by the psyIT Service Desk.

Changes required to restore service outages or to address critical vulnerabilities should be thoroughly discussed to ensure no residual risk or impact but may be implemented and documented within one (1) business day of the change.

Questions should be directed to psyIT@nyspi.columbia.edu. Exceptions to these procedures may be requested via a service desk ticket or by e-mail to psyIT-Admin@nyspi.columbia.edu.

Review Schedule and Version History

Date	Description of Change
08/25/16	Initial release
12/19/16	Re-write for clarity, additional change elements and inclusion of NYS and CUMC change platform notifications