

**STATE OF VERMONT**  
**Agency of Human Services (AHS)**

<b>Change Control</b>	<b>REVISION HISTORY:</b>	<b>Chapter/Number</b> 5.06
	EFFECTIVE DATE: <u>10/23/08</u>	Attachments/Related Documents:
Authorizing Signature: <u><i>Cynthia D. LaWare</i></u> Date Signed: <u>10/23/08</u> Cynthia D. LaWare, Secretary, Agency of Human Services		

**PURPOSE:**

To manage version, code, configuration, and emergency changes in a rational and predictable manner so that systems users can plan accordingly. AHS recognizes that changes require serious planning, testing, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of information resources. Change control activities result in an established and documented system baseline, effective management and tracking of changes made to business and mission critical systems and their related supporting documentation (version control).

**BACKGROUND and REFERENCES:**

The use of Information Technology at the Agency of Human Services is expanding and continuously becoming more complex. As the interdependency between information resources grows, the need for a strong change control process becomes more essential.

**DEFINITIONS:**

**Change Control-** the process of controlling modifications to hardware, software, firmware, and documentation to ensure that information resources are protected against improper modification before, during, and after system implementation

**Change-** any implementation of new functionality, interruption of service, modification/repair of existing functionality, or removal of existing functionality

**Emergency Change-** when an immediate response to imminent critical system failure is needed to prevent widespread service disruption

**SCOPE:**

This document applies to all Agency Departments, Divisions and Offices hereafter referred to jointly as "department". This document also applies to contractors, business associates, and other users of departmental information systems.

**STANDARDS:**

All departments shall include change control as part of managing their information technology resources. All AHS IT systems shall have documented change control procedures.

AHS IT Managers will collaborate to create and maintain a template of forms and procedures for change control that includes approval, testing, implementation, and documentation of changes to track and control the components that comprise each AHS information system. The change control process must include

procedures for emergency changes and be consistent with the organization's information technology architecture plans. Formally documented roles, responsibilities, procedures, and documentation must be in place.

#### COMPLIANCE:

It is the responsibility of the individual department's IT Managers to ensure dissemination and review of this policy to all employees within their organizations and other associates, as appropriate.

AHS departments with legacy systems or other extenuating circumstances may apply in writing to the AHS CIO for exceptions to this policy and include, for each information system a plan and schedule to meet standards.

#### ENFORCEMENT:

The Office of the Secretary may initiate reviews, assessments or other means to ensure that policies, guidelines or standards are being followed.