



Information and Communications Technology - Change Management Procedure

1. Guiding Principles

Information Technology Service Management (ITSM) referred to as Change Management, is the method for the WA Country Health Service (WACHS) Information and Communications (ICT) of tracking, approving, scheduling, and communicating, through a managed process for changes to the WACHS managed technical environment.

This includes:

- application systems software
- database management systems
- production data (that is outside of the already implemented system procedures)
- operating system software
- system support software
- server and peripheral hardware
- Wide Area Network (WAN) hardware, software, and communication connections
- Local Area Networks (LAN) hardware, software and communication connections
- logical security supporting all of the above.

The tools used by WACHS ICT staff for documenting, tracking, approving, and communicating changes and change details within the Change Management process are:

- Service Manager Helpdesk (HPSM)
 - HPSM is a software package used for logging and tracking change details in the development, test, and production environments.
- HPSM Change
 - A form held in HPSM, referred to in this document as a 'change', to document change details and obtain approval to implement.
- Forward Schedule of Change (FSC)
 - List of changes raised in HPSM.
- MS-Outlook
 - Outlook is used for the circulation of change notifications.

2. Procedure

All requests for changes are made using HP Service Manager. This form is held in HPSM to document change details and obtain approvals to implement.

WACHS ICT staff are to ensure appropriate changes are raised and with appropriate approvers including:

- changes are raised as early as possible for all change activity including planned projects and upgrades
- each change is developed ready for implementation and contain workable implementation and back out plans
- arrange change implementation dates and times including any outages with affected sites / users
- for lengthy changes, identify the latest time within the change window a change can commence that will enable the change to finish within the agreed window, and that the Change Implementer is made aware of this time
- ensure all Change Request approvals are obtained from the appropriate business representatives prior to implementation of the change
- ensure all parties involved with a change implementation, including change implementers and implementers of any dependant changes, are advised when a change has been cancelled or rescheduled
- ensure each of their changes is closed within HPSM immediately following implementation.

The WACHS ICT Change Owner must ensure that all approvals have been received before the change implementations can commence.

The WACHS ICT Change Owner must ensure a change be given a Classification in HP Service Manager of Significant, Medium, or Minor.

The Regional WACHS ICT Manager where possible, is to ensure significant releases such as application updates or new applications be implemented in a phased roll-out to reduce the risk of a failed change. A phased roll-out may then mean that multiple changes are raised with a lower change classification.

Medium changes are to be initiated at least four (4) working days prior to the proposed implementation date to allow sufficient time for all approvals prior to implementation. Minor changes must be raised in sufficient time to allow all approvers time to approve prior to implementation.

WACHS ICT Managers are to ensure all changes are approved prior to any change being implemented.

3. Definitions

Term	Acronym	Definition
Health Support Services	HSS	The HSS was established to drive the Information, Communications and Technology reform program, provide a focus on the importance of health information in our system and enable efficient and integrated technology services.

Term	Acronym	Definition
Information Technology Service Management	ITSM	ITSM employs ITIL documented best practices and in most cases extends beyond into additional areas such as enhanced processes and implementation to provide additional value-added functionality. At present, ITSM methods have evolved to include specific ways to enable and optimise assessment, planning, and implementation of ITIL best practices.
HP Service Manager	HPSM	HPSM is a software package used for logging and tracking change details in the development, test and production environments.
WACHS ICT Change Owner		The Change owner provides a focal point for all activity related to the development and implementation of the change.

4. Roles and Responsibilities

All of WACHS ICT staff are to ensure that:

- there is an awareness of change being planned
- there is an awareness of change being implemented
- there is an ability to schedule changes to avoid conflict
- there is an opportunity to comment regarding changes proposed for implementation
- staff are prompted to consider areas within the technical environment affected by changes
- staff are prompted to consider areas within the business affected by changes
- the Change Authorisation Body (CAB) is a Health body with authority to:
 - oversee and manage the change process
 - approve changes or delegate that authority to approve changes; and
 - assess and prioritise changes or delegate the authority to assess and prioritise changes.

5. Compliance

It is a requirement of the WA Health [Code of Conduct](#) that employees “comply with all applicable WA Health policy frameworks.”

A breach of the Code may result in Improvement Action or Disciplinary Action in accordance with the WA Health [Discipline Policy](#) or Breach of Discipline under Part 5 of the *Public Sector Management Act*.

WACHS staff are reminded that compliance with all policies is mandatory.

6. Evaluation

The Change Management process is submitted, reviewed, controlled and approved by the Change Authorisation Body (CAB) to ensure change procedures are being complied with.

7. Standards

[EQulPNational Standards: 14.9](#)

8. References

[PROC034 ITSM Change Management Process](#)

[PROC035 ITSM Change Management Procedure](#)

9. WA Health Policy Framework

[Information and Communications Technology Policy Framework](#)

**This document can be made available in alternative formats
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