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STANDARD OPERATING PROCEDURE: MANAGE ICT CHANGES

TITLE OF SOP	ICT Change Management Procedure
SOP Number	CIO-01
Purpose	The purpose of this document is to outline the procedures that govern the ICT Change Management process in ECDS D. ICT Change Management is the process of planning, coordination, implementing and monitoring changes affecting any production platform with minimum or no disruption on IT services availability.
Scope	The Change Management Procedure applies to all types of changes related to the Eastern Cape Department of Social Development Information Technology environment. that includes application changes, hardware changes, software changes, network changes and environmental changes.
Definitions and Acronyms	<p>Application Changes - Changes to any application code that is running on or linked to by any hardware or software in the ECDS D IT environment. These changes are typically made to enhance the function or performance of or to fix a known error in the IT application environment. These changes cannot be implemented without approval of the owner of the application and cannot be requested by any programmer other than the one assigned to the program. Assignment of Risk Category Level of the change is to be a joint effort of both the owner and the Change Implementer.</p> <p>Hardware Changes - All ECDS D IT and IT support equipment installations, discontinuances and relocations are controlled by the Change Management Procedure. This activity can be requested by anyone but must have the approval of the Operations Manager.</p> <p>Software Changes - The criteria for entering a software change into the Change process are based upon the effect that the changes may have on the IT support resources. If the changes affect the system, users or the support staff there is a requirement to enter it into the Change process. If the change is made for the exclusive benefit of the requester and if failure could not affect anyone else, that change would be exempt from the Change Process. For example, a change made by a programmer affecting a procedure or a program under development on a test application requires no entry. However, when stand-alone test time is required on a production system, a change request form is required. a. Typically, software changes would include changes to the Operating System, Vendor supplied Program Products, e.g., Visual Studio, Java, etc. or common application support modules. However, during the last two and first five workdays of each month changes are restricted to emergency and critical necessities as determined by the Director of Information Technology.</p> <p>Network Changes - All installations, discontinuances and all relocations of equipment used for IT teleprocessing communications are entered into the change process. This includes all routers, switches and telephone lines as they are connected to the network.</p> <p>Environmental Changes - Environmental changes normally involve the facilities associated with the IT Installation. These facility changes include items such as air conditioning, chilled water, raised flooring, security, motor generators, electricity, plumbing and the telephony system for voice and data.</p>

	<p>Complex change requirements are those changes that impact on more two production components and span across the different units and have major resource requirements to considered by CCB. Upgrade of the application software/system/network/hardware in the production environment. This excludes changes on branding, bug fixing, minor changes on business application system and patches.</p> <p>Minor application system changes refer to addition or removal of a particular functionality that do not affect the entire system.</p> <p>Change initiator is any departmental official that request the change, that can either be IT official or an end user.</p> <p>Technical official is any IT official that is relevant to prepare, develop and test the requested change.</p> <p>ICT – Information Communication Technology CRF - Change Request Form CCB - Change Control Board</p>
Performance Indicator	<p>Number of ICT infrastructure support services rendered Number of modernized business services rendered</p>

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**STEP BY STEP GUIDE
MANAGE ICT CHANGES**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
1.	Receive or identify and Submit Change Request control form	<ul style="list-style-type: none"> • Define the change requirements. • Complete the CRF with required information. • Submit the completed CRF to the service desk/IT administrator/functional analyst. 	<ul style="list-style-type: none"> • Change initiator 	<ul style="list-style-type: none"> • Area of improvement • Change request memo/email/change request form 	1 hour	Manage all Departmental ICT change requests to comply with ICT processes execution within the projected time frame.
2.	Assign the change request	<ul style="list-style-type: none"> • Assign the Change request to IT administrator/functional analyst to lead the development of the change request business case. 	<ul style="list-style-type: none"> • Supervisor 	<ul style="list-style-type: none"> • Change request memo/email/change request form • Assigned change request 	1 hour	
3.	Analyse the change request business case	<ul style="list-style-type: none"> • Review the requirements in terms of service components/functionalities/relationships. • Identify other critical stakeholders to be involved in the process. • Determine the urgency, positive and negative impact and benefits. • Number of change options presented. • Feasibility and benefits of the change. • Complexity and/or difficulty of the change options requested. • Scale of the change solutions proposed. • Determine resource requirements. • Verify the change request benefits. • Refer the change to CCB for input/advice on financial resource requirements considerations if it is complex. 	<ul style="list-style-type: none"> • Administrator 	<ul style="list-style-type: none"> • Change request memo/email/change request form • Business case document • Analyzed change request agreement / referral to the CCB 	1-5 days	

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4	Analyse the complexity of the change request and priority	<ul style="list-style-type: none"> • Receive the Complex Change request. • Supervisor/responsibility manager to call a special change management meeting for a complicated or huge change request. • Convene the Change Control Board meeting • Supervisor/responsibility manager unpack the change requirements, scope, resources and timeline including prioritization. • CCB analyze, discuss the requested change and pave wayforward for recommendations. • Receive the implementation progress update to monitor the identified risk for reducing or eliminating the negative impact that it may cause. 	<ul style="list-style-type: none"> • CCB Chairperson 	<ul style="list-style-type: none"> • Received referred complex change request • Minutes of the change request meeting 	2 day	
5.	Recommend the Change request	<ul style="list-style-type: none"> • Review the draft change request if it has considered the CCB recommendations. • Recommend the change request. • If the change has not been recommended by the CCB; the supervisor to not approve the change request. • Inform the business about the outcome of the CCB. • Business or process owner to verify and recommend for approval of the business case/ control form. 	<ul style="list-style-type: none"> • Supervisor 	<ul style="list-style-type: none"> • CCB Minutes of the change request meeting • Change request • Recommended change request business case document 	2 days	
6.	Approve the change request business case/control form	<ul style="list-style-type: none"> • Approve the verified and recommended change business case /control form for solution preparation or installation. 	<ul style="list-style-type: none"> • Head of IT 	<ul style="list-style-type: none"> • Recommended change request business case document • Approved changed request document 	1 hour	

**STEP BY STEP GUIDE
MANAGE ICT CHANGES**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
7.	Prepare and test the solution	System related changes: <ul style="list-style-type: none"> • Receive the approved change request. • Analyse the request for change and feedback. • Develop the requested change after the clarity about the request. • Prepare the solution for use. • Perform stress testing. • Test if the server boots up and one can log into it if it is server related changes. 	<ul style="list-style-type: none"> • Technical official 	<ul style="list-style-type: none"> • Approved change request • Developed required change • Test results 	1 -90 days	
8.	Perform further solution test	<ul style="list-style-type: none"> • Test the developed solution. • Incorporate the process owner to the solution test session. • Perform user acceptance test. • Issue User Acceptance Test Certificate. • Feedback to the developers. 	<ul style="list-style-type: none"> • Functional support 	<ul style="list-style-type: none"> • Developed solution • System test results • User Acceptance Test Certificate 	1-30 days	
9.	Develop deployment document	<ul style="list-style-type: none"> • Receive UAT certificate from functional support • Develop deployment document. • Submit the signed deployment document to the DBA for deployment signature. 	<ul style="list-style-type: none"> • Developer 	<ul style="list-style-type: none"> • User Acceptance Test Certificate • Draft deployment document • Signed deployment document 	2 days	
10.	Approve deployment document	<ul style="list-style-type: none"> • Approve the move of the solution to production environment. 	<ul style="list-style-type: none"> • Director/Head of Process owners and or Head of IT 	<ul style="list-style-type: none"> • Signed developed deployment document • Approved deployment document 	1 day	
11.	Implement the change request	<ul style="list-style-type: none"> • Introduce the solution to stakeholders through Change management process for major upgrade changes. • Update existing training manual. 	<ul style="list-style-type: none"> • Functional support 	<ul style="list-style-type: none"> • Developed solution 	1-90 days	

**STEP BY STEP GUIDE
MANAGE ICT CHANGES**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> • Train/ workshop/advise/guide users to the developed change request (depending on the complexity of the change). • Communicate the change to the users. • Users complete and sign the training assessment form (where applicable). 		<ul style="list-style-type: none"> • List of trained users (if applicable) • Updated existing training manual 		
12.	Evaluate and close the change request	<ul style="list-style-type: none"> • Verify the performance of the change through interviews with end users, or site inspections, and or operations meeting. • Evaluate the implemented solution every after 3 months. • Develop the evaluation report and submit to the responsible owner. 	<ul style="list-style-type: none"> • IT Director 	<ul style="list-style-type: none"> • Implemented requested solution • Stakeholders Comments and views • Evaluation report 	3 days	

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PROCESS RISKS


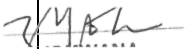

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Inadequate resource allocation	Inadequate resource allocation result to difficulties or delays in implementing the required change.	M	H	<ul style="list-style-type: none"> Process owner to confirm resource availability before embarking on a change. 	Manual
Delays in the procurement process	Allocation of assets such as laptops and network equipment is sometimes delayed due to the delays procurement process and capacity issues with SITA.	M	H	<ul style="list-style-type: none"> Utilize Loan assets. Enforce procurement time frames through SLA Meetings. 	Manual
Non availability of the IT specialist for implementation	Lack of capability within the Department could delay the implementation of the change request.	M	H	<ul style="list-style-type: none"> Development of internal resources. Attraction and retention of highly skilled resources. 	Manual

LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	DOCUMENT DESCRIPTION
<p>Public Service Corporate Governance of Information and Communication Technology Policy Framework Version 2 March 2022</p>	<p>Recommend that the responsibilities of the Governance Champion include the following: (a) Overseeing that the corporate governance of ICT system, as a subset of Corporate Governance, is developed, implemented, maintained, reported on, and change management effected.</p> <p>Principle 5: Change management/departmental behaviour <i>Corporate governance of ICT must be implemented through appropriate change management interventions.</i></p> <p>Practices: 5.1 Setting the example to adopt and influence culture change within the department (lead by example); 5.2 Direct and oversee that culture change of departmental behaviour is affected through change management; and 5.3 Support and be early adopters of change initiatives.</p>
<p>ECDSD Governance of Information and Communication Technology Policy Framework, January 2017</p>	<p>To institutionalize the corporate governance of ICT as an integral part of the corporate governance practices within departments in a uniform and coordinated manner. It provides set of principles and practices which will assist to institutionalize the governance of ICT.</p>
<p>Project Management Guideline Version 2 March 2022</p>	<p>The project steering committee will be responsible for the overall progress monitoring, high-level risk and high-level change management of the project.</p>
<p>Change Management NMOG Guide - 16 July 2019</p>	<p>To manage the people-side of business change in order to achieve the required business outcome, and to realize that business change effectively within the culture of the workplace.</p>
<p>Protection of Personal Information (Act no.04 of 2013)</p>	<p>Section 9 Lawfulness of processing states that (1) Personal information must be processed (a) lawfully; and (b) in a reasonable manner that does not infringe the privacy of the data subject.</p> <p>Section 10 states that Personal information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive.</p> <p>Section 11 states that Personal information must be collected directly from the data subject, except as otherwise provided for in subsection (2).</p>

DOCUMENT NAME	DOCUMENT DESCRIPTION
	Section 24 subsection (4) states that the responsible party must notify a data subject, who has made a request in terms of subsection (1), of the action taken as a result of the request.
DSD Secure System Development and Maintenance Policy 2021	The purpose of this policy is to provide a policy guiding framework of processes and procedures for a security consideration at stages or phases of the Departmental systems.
White Paper on Transforming Public Service Delivery (Batho Pele) (WPTPS) 1997	The Act provides a framework to enable national and provincial departments to develop departmental service delivery strategies. These strategies will need to promote continuous improvements in the quantity, quality and equity of service provision.
DSD Privacy Policy 2021	<p>To protect Department of Social Development from the compliance risks associated with the protection of personal information which includes:</p> <p>Breach of confidentiality. For instance, Department of Social Development could suffer loss in credibility and trustworthy where it is found that the personal information of data subjects has been shared or disclosed inappropriately.</p> <p>Failing to offer choice. For instance, all data subjects should be free to choose how and for what purpose Department of Social Development uses information relating to them.</p> <p>Reputational damage. For instance, Department of Social Development could suffer a reputational damage following an adverse event such as a computer hacker deleting the personal information held by Department of Social Development.</p>
IT Infrastructure Library (ITIL) framework approach to IT Governance	<p>4.3 Service Transition phase</p> <p>This phase helps to control and manage the risk of IT service failure by using contingency plans to manage the risk when new services are transitioned to a new operation level of service. It ensures that all changes comply with institution requirements to improve the consistency and quality of new service implementation. This phase includes seven processes: Change Management, Release and Deployment Management, Service Validation and Testing, Change Evaluation, Service Asset and Configuration Management, Knowledge Management and Transition Planning and Support. According to Moeller, this phase helps in utilized standardized methods and procedures to ensure safe change management and to minimize the impact of changes in service delivery quality.</p>
Department of Social Development ICT Change Management Policy 2020	To manage changes in a rational and predictable manner so that staff and clients can plan accordingly. Change requires serious forethought, careful monitoring and follow up evaluation to reduce negative impact to the user community and increase the value of Information Resource.

AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	Date:
Recommended by Acting Chief Information Officer	M.E.Gazi		Recommended	23/06/2023
Deputy Director General – Welfare Services	Dr. N.Z.G Yokwana		Recommended as requested	29/06/2023
Approved by Head of the Department	M.Machemba		Approved	09/07/2023
Distribution and Use of SOP	All Departmental staff			

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