



Information Technology Change Requests Policy & Procedures

1.0 Purpose

- 1.1 This document outlines the policies and procedures for requesting changes to information technology resources. The purpose is to ensure that changes align with organizational objectives, maintain operational integrity, and adhere to security standards.

2.0 Scope

- 2.1 This policy applies to all AUIB employees and stakeholders involved in the initiation, evaluation, and implementation of IT changes within the university campus.

3.0 Definitions

- 3.1 Interoperability - The ability of different IT systems, applications, or components to communicate, exchange data, and operate seamlessly with one another.

4.0 Policy

- 4.1 All proposed changes must be submitted through a Change Request Form, providing detailed information about the nature and purpose of the requested change.
- 4.2 Change requests must be reviewed by the Director of the Information Technology and approved by the Vice President of Administration and Finance, subject to the necessary budget approvals.

5.0 Procedures

- 5.1 Any college or department intending to propose changes to IT hardware, software, or enhancements to existing systems must complete an IT Change Request and submit it to the Director of Information Technology.
- 5.2 The Director will review the change request, assessing its feasibility, impact, and adherence to security, interoperability, and compliance standards. Additionally, the Director will evaluate the estimated costs, implementation schedule, and provide any other necessary observations.



- 5.3 The Director will then forward his recommendation on the proposal contained in the IT Change Request to the Vice President of Administration and Finance, who will take the issue up with the President as indicated.
- 5.4 The Vice President of Administration and Finance will advise the Director of Information Technology and the requesting college or department whether the IT Change Request would be approved.
- 5.5 If the request is approved, then the Director of Information Technology will advise the requesting college or department to submit the necessary purchase request satisfy the request. The college or department must have the necessary funds in the budget to cover the cost of the change requested.

Related Policies and Documents

IT Change Request Form
Purchase Request Form