

## **Information Technology Change Requests - Policy & Procedures**

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### **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 the IT 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 Information Technology (IT) and approved by the Vice President of Administration and Finance (VPAF), subject to the necessary budget approvals.

### **5.0 Procedures**

- 5.1 Any college/department intending to propose changes to IT hardware, software, or enhancements to existing systems must complete an IT Change Request Form and submit it to the IT Director.
- 5.2 The IT Director reviews the change request, assessing feasibility, impact, adherence to security, interoperability, and compliance standards. Also, evaluate the estimated costs, implementation schedule, and provide any other necessary observations.
- 5.3 The IT Director forwards the recommendation on the proposal contained in the form to the VPAF, who will take the issue up with the President as indicated.
- 5.4 The VPAF will advise the IT Director and the requesting college/department on the approval outcome.
- 5.5 If approved, the IT Director will advise the requesting college/department to submit the necessary purchase request. The college/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