



Department of Technology and Innovation
[Change Management Policy](#)

TITLE: Change Management
TYPE: Policy
CATEGORY: General
EFFECTIVE DATE: March 9, 2022
REVISED DATE: March 9, 2022

1. PURPOSE:

Change Management manages changes in a well-communicated, planned, and predictable manner to minimize unplanned outages and unforeseen system issues. Effective change management requires planning, communication, monitoring, rollback, and follow-up procedures to reduce negative impact to the user community.

2. SCOPE:

Applies to all significant changes to City of Albuquerque (COA) enterprise technology systems.

3. POLICY:

A formal change request process shall be utilized to authorize all significant changes to COA enterprise technology systems. Such process may be specifically created for a system, may be a default, or may already otherwise exist for documenting or coordinating change management (e.g. Criminal Justice Information Services).

4. ENFORCEMENT:

Violation of this policy may result in removal of change privileges. Additionally, any violation shall be reported to the appropriate supervisor and could be subject to potential disciplinary action, up to and including termination.

5. EXCEPTIONS:

Limited exceptions to the policy may be granted by the Director of the Department of Technology and Innovation on a case-by-case basis.

6. DEFINITIONS:

- a. COA Enterprise Technology System – See “Enterprise Application and Software Policy”
- b. Significant changes - Changes deemed to pose a substantial risk to one or more electronic production systems. Examples include but are not limited to:
 - i. A Change to a program, report, or batch job in application.
 - ii. A change to the routing topology of the wide area network (WAN).



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- iii. An upgrade to a business-critical application that changes the database structure or specific brand of database.
- iv. A critical patch to a system and/or application.
- v. An upgrade to business-critical software.
- vi. A change to a cloud or hosting service.

7. RESOURCES:

Resources may be modified by TRC. Standards shall be developed in accordance with the resources below. The City of Albuquerque shall endeavor to maintain compliance with the following resources:

- a. Resource Payment Card Industry Data Security Standard (PCI DSS)
- b. Health Insurance Portability and Accountability Act (HIPAA)
- c. FBI Criminal Justice Information Services for Law Enforcement/Courts (CJIS)
- d. National Institute of Standards and Technology: Information Technology (NIST)
- e. International Organization for Standardization: Information Technology (ISO/IEC 27002)
- f. Information Systems Audit and Control Association (ISACA)
- g. Good-Practice Framework: IT Governance and Management of Enterprise IT
- h. COBIT