Clinical Solutions Change Management
IS&T Procedure
Last Reviewed: 06/28/2013

1. Scope/Purpose
   This document outlines the Change Management procedures to be followed by the SOM IS&T
   Clinical Solutions department.

2. References
   IST Change Management Policy

3. Standard
   To adhere to best professional practice and to comply with Internal Audit requirements, the SOM
   IS&T Clinical Solutions Department follows Change Management procedures in accordance with the
   University IS&T Change Management Policy.

4. Procedure
   4.1 Hardware
   A. Change Initiator prepares and submits a change request to the designated Change
      Coordinator prior to the required implementation date.
   B. The designated Change Approver reviews and either approves or rejects the change
      request.
   C. Individual responsible for change implementation:
      1.) Monitors the weekly Change Management Report for potential conflicts and works to
          resolve prior to implementation.
      2.) Notifies the applicable business units/user community of the change and its impact.
      3.) Approves change requests after implementation or rejects changes prior to or during
          the implementation.
   D. Designated verifier reviews and either approves or rejects change requests after
      implementation.
   E. Emergency change requests must be approved by the Change Approver and the IT
      Leadership Committee member.
F. System email notifications will be sent by the Change Management Coordinator when a change is routed from status to another. Reminder notifications will be sent to Approvers daily, with a copy to the Change Initiator.

G. Testing and back-out plans must be documented in CMS (Change Management System) for all changes by the assigned Analyst.

H. The day after implementation, status should be routed from the assigned Analyst to the Change Management Coordinator to remove it from the Change Management Report.

4.2 Applications

A. Requests must be accompanied by a ticket request.

B. Assigned Analyst will research the request to determine scope of changes.

C. Clinical Solutions team will document the scope of work and required changes for approval from the requestor and the departments that are affected by the proposed change(s). Any major system changes like flow sheets, letters, handouts or forms will require Governance approval.

D. Assigned Analyst will complete the change-management spreadsheet, including the following items:
   1. Request
   2. Original system functionality or design documentation
   3. Proposed system functionality or design documentation
   4. Analyst testing results
   5. Requestor testing results and approval
   6. Signoff for move of proposed changed changes from development/test environment by supervisor
   7. Email notifications

E. The original system functionality and/or design, as well as the changes to the system functionality and/or design, must be documented within the change management spreadsheet.

F. Testing documentation must be included on the document-management spreadsheet.

G. The testing and approval of the changes must be documented with the change management spreadsheet.

H. All proposed changes must be communicated to the Clinical Solutions team at the weekly team meeting.

I. An email notification of the proposed changes must be sent to the Assistant Director of the Clinical Solutions team, by the assigned Analyst, no later than noon on the Tuesday following receipt of approved testing results.

J. The Assistant Director will notify SOM Administration via email of the proposed changes, providing them the opportunity to ask questions or suggest revisions.

K. A copy of the email notification to Administration will be linked/attached to the change management spreadsheet.
L. The proposed change(s) can only be moved from testing/development to production with the approval of the Assistant Director or a Lead Analyst. (This would be a TUU for the Centricity Business application)

M. Changes will be moved to production environment on the Friday afternoon following the email notification to SOM Administration.

N. The Analyst will forward final notification of the completed process to the originating requestor and close the Heat ticket.

4.3 Emergency Application Changes

A. Changes can be accelerated through the process if approved by the Assistant Director for Clinical Solutions.

By Direction of the Asst. Director SOM Clinical Solutions

[Signature]

Lori Smith