
Information Technology Policy

Software Change Management Tools

<i>ITP Number</i> ITP-APP019	<i>Effective Date</i> September 18, 2008
<i>Category</i> Recommended Policy	<i>Supersedes</i>
<i>Contact</i> RA-itcentral@pa.gov	<i>Scheduled Review</i> April 2015

This Information Technology Policy (ITP) establishes enterprise-wide standards and guidance for software change management tools.

1. Purpose

The purpose of this Information Technology Policy (ITP) is to establish enterprise-wide standards and guidance for software change management tools.

2. Background

The goal of change management is to ensure that standardized methods and procedures are used for efficient handling of all changes in order to minimize the impact of change-related incidents and to improve day-to-day operations. Change management is the process of documenting change requests, analyzing feasibility, planning, implementing, and verifying changes to a system. Change requests can be initiated by the requirement for a new feature, by the requirement to fix a problem, or by the requirement to change the way a business function is performed. A request is accompanied by all the relevant information about the proposed change and the change initiator. Analyzing the change request involves assessing the urgency, assigning priority, performing technical and economic feasibility, and risk and impact analysis. Designated approvers use this information to approve or reject the change request. Planning refers to developing specific technical requirements, scheduling, identifying the implementation and back-out strategy, and receiving approval. Implementation includes deployment and propagation of the change, as well as testing and documentation updates. Finally, before closing the change request in the change management system, the change is verified by the stakeholders.

3. Scope

This Information Technology Policy (ITP) applies to all departments, boards, commissions and councils under the Governor’s jurisdiction. Agencies not under the Governor’s jurisdiction are strongly encouraged to follow this ITP.

4. Objectives

The objective of this policy is to provide a toolset to:

- Effectively manage change while reducing risk;
- Improve project visibility and control of the software life cycle;
- Improve software quality;
- Simplify compliance management with repeatable processes and audit trails;
- Manage change across distributed environments; and
- Enhance or enforce the agencies change management policy and procedures.

5. Policy

New application development projects that require software change management tools are to use the current software change management tools as defined in section 6 of this ITP.

Major revisions to existing applications that are not using the current standards are to be reviewed as part of the ITP-PRO001 - *Procurement Review Process* to determine if the investment warrants a change in standards at that time.

For application development projects using modeling tools classified as “Retire,” a date for migration off this technology has been established.

Agencies are to use the software change management tools as described by the software engineering processes prescribed in ITP-APP012 – *Systems Development Life Cycle Policy*.

All IT projects related to application development are to be subject to review prior to inception for compliance with this standard through the Procurement Review Process (See ITP-PRO001).

6. Standards

CURRENT STANDARDS

(These technologies meet the requirements of the current architecture and are recommended for use.)

Technology	Platforms	Technology Classification
IBM Rational ClearQuest	All	Current
IBM Rational ClearQuest MultiSite	All	Current

Microsoft Team Foundation Server	All	Current
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CONTAIN

(These technologies no longer meet the requirements of the current architecture and are not recommended for use. They are to be phased out over time. No date has been set for their discontinuance.)

Technology	Platforms	Technology Classification
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RETIRE

(These technologies are being phased out. Plans are to be developed for their replacement, especially if there is risk involved, such as lack of vendor support. A date for retirement has been set.)

Technology	Platforms	Technology Classification
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EMERGING / RESEARCH

(Emerging technologies have the potential to become current standards. At the present time, they are to be used only in pilot or test environments where they can be evaluated. Use of these technologies is restricted to a limited production mode, and requires approval of a waiver request. Research technologies are less widely accepted and time will determine if they will become a standard.)

Technology	Platforms	Technology Classification
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7. Related ITPs/Other References

- ITP-PRO001 – *IT Procurement Review Process*
- ITP-APP012 – *Systems Development Life Cycle Policy*

8. Authority

- Executive Order 2011-05, Enterprise Information Technology Governance

9. Publication Version Control

It is the user's responsibility to ensure they have the latest version of this publication. Questions regarding this publication are to be directed to RA-itcentral@pa.gov.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision
Original	9/18/2008	Base Document
	10/25/2010	ITB Refresh
	4/2/2014	ITP Reformat; Merged STD-APP019A into ITP