



Our Vision

Nambucca Valley ~ Living at its best

Our Mission Statement

'The Nambucca Valley will value and protect its natural environment, maintain its assets and infrastructure and develop opportunities for its people.'

1 Policy objectives

The purpose of this policy is to:

- Describe the responsibilities, policies, and procedures to be followed when any changes to the computer or communications networks are to be made.
- Provide a managed and orderly method in which changes to the information technology environment are requested, tested and approved prior to installation or implementation. The purpose is not to question the rationale of a change, but to ensure that all elements are in place, there is no negative impact on the infrastructure, all the necessary parties are notified in advance and the schedule for implementation is coordinated with all other activities

2 Applicability

This policy applies to:

Staff
Contractors
Consultants

3 Related legislation / documents

ICT Strategy 2018
ICT Incident Management Policy No CS 25
ICT Change Request Form
Firewall Change Request Form
Network Change Log

4 Definitions

“Change”: to transform, alter, or modify the operating environment or standard operating procedures that have a potential or significant impact on the stability and reliability of the infrastructure and impacts on the conducting of normal business operation. Plus any interruption in building environments (i.e., planned electrical outages) that may also cause disruption to the network infrastructure.

“Event:” any activity outside of normal operating procedures that will have a potential or significant impact on the stability and reliability of the infrastructure, i.e. Misuse or change to the provided services causing a denial of service to any other user. Change and Event may be used interchangeably throughout this document.

“Change Request:” The official request for any change should be submitted via email to the Manager of Information & Communication Technology (Manager ICT). End users requests should be submitted via the Help Desk where it can be routed to the appropriate member of the IT Department for review.

5 Change Management Process

Change Management provides a process to apply changes, upgrades, or modifications to the environment. This covers any and all changes to hardware, software or applications. It also includes modifications, additions or changes to the Voice, LAN/WAN, Network or Server hardware and software, or any other environmental components such as electrical or cooling systems. The policy is in place to ensure that any changes that affect one or all of the environments that are relied on to conduct normal business operations are protected.

Changes to the environment arise from many circumstances, such as:

- User requests
- Hardware and/or software upgrades
- Acquisition of new hardware and/or software
- Environmental changes
- Business Operational schedule changes
- Unforeseen events
- Scheduled Periodic Maintenance

The above list is not all-inclusive. Therefore any questions on whether a change can be made should be directed to the Manager ICT.

6 Emergencies

Emergencies exist only as a result of:

- An office is completely out of service,
- There is a severe degradation of service needing immediate action,
- A system/application/component is inoperable and the failure causes a negative impact
- A response to an emergency business need.

7 Scheduled or Planned Maintenance

Prior to the commencement of any planned or scheduled maintenance, the “ICT Change Request Form” (4767/2019) must be completed and signed off by a supervising member of the ICT Section. A copy of the completed form shall be kept under a new document name and number in Content Manager under SF2744 for future reference.

8 Firewall Access Changes

A firewall change is defined as access to a specific system that by-passes the protection of one of the networks firewalls. Prior to any changes to the firewalls being made; the “Firewall Change Request Form” (4768/2019) must be completed. The completed form shall be kept under a new document name and number in Content Manager under SF2744 for future reference. Any changes made to the firewalls must be recorded in the Network Change Log immediately upon completion of the modifications.

Changes to the firewalls will only be approved when there is a demonstrated business reason to implement the changes in access.

9 Changes by Vendors

Prior to any work being conducted by external ICT vendors on any systems, the “Vendor Request Form” (4981/2019) must be completed and approved by the ICT Section. A copy of the completed form shall be kept under a new document name and number in Content Manager under SF2744 for future reference. Any changes made must be recorded in the Network Change Log immediately upon completion of the modifications by the vendors.

10 Documentation of Changes

A Network Change Log shall be kept in a publicly accessible location for the entire ICT Section to view. Every member of the ICT Section, who is in a position to make changes to a system or network resource, will be required to place an entry in this form to document any changes being made without exception. Other members of the ICT Section are encouraged to review the log from time to time to keep abreast of the changes going on in the computer network.

11 History

New Policy.

Department:	Corporate Services	Last Reviewed	Resolution Number
Policy Category	Organisational Policy		
Endorsed By:	AGMCS		
Approval Authority:	General Manager		
Policy Owner:	ICT		
Contact Officer:	Manager ICT		
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