

## **Change Management Committee**

### **Mission Statement**

The mission of the Change Management Committee is to manage and prioritize change within the PeopleSoft system. The committee will decide whether a change request is valid, analyze alternative resolutions to technical modification requests, and prioritize the modification workload within the PeopleSoft system. The Change Management Committee will also work to review policies and procedures associated with a change request. The committee will support the University mission, strategic plan, and will take direction from the President when provided.

### **Philosophy**

The Change Management Committee will analyze requests to modify the system by analyzing the modification in relation to the university strategic plan. The committee will consider the priorities and concerns of all departments and university representatives. When considering a request, the committee will first determine whether a business process can fill the need. Also, if feasible, will determine if an Information Resource Management (IRM) report can fill the need of the request. The Change Management Committee will work to keep the system as “vanilla” as possible to avoid unnecessary system complications.

### **Committee Responsibilities**

The Change Management Committee is not responsible for approving production fixes that are necessary for continuous system availability. However, the committee will review mandatory or legislative needs of the university if the vendor is not meeting the needs or if the vendor provided item is not working. If a modification is estimated to take greater than 8 hours of development time, the committee is responsible for reviewing the request. However, if a request is estimated to take less than 8 hours of development time, but it is considered cross-functional, with far-reaching effects, the request must be reviewed by the committee. In order for the committee to make educated decisions concerning prioritization and developer workload, it is necessary that items impacting the PeopleSoft system should be shared if they affect developer time or resources. The committee will review policy suggestions or proposals. However, policies agreed on by the Change Management Committee must also be reviewed by and approved by the functional experts and by the Steering Committee for Administrative Computing (SCAC) and/or the President.

### **University Representation**

The Change Management Committee will include representatives from each of the following departments; Graduate and Undergraduate Admissions, Financial Aid, Bursar's Office, Registrar's Office, Human Resources, PAIR, student affairs, IRM, and ITS. Other

departments should be informed of the committee's availability and can attend meetings on an as needed basis. As of April 2003 the committee consists of Ron Pitt, Jim Pritchard, Cindy Mortensen, Pat Haeuser, Lucy Sullivan, Pat Baron, Calvin Eckel, Brian Ward, Priscilla Harden, Susan Rain, David Bousquet, Sue Stefanko, Harper Johnson, and Max Johnson. Max Johnson will initially serve as the Chair.

### **Approval of Change Requests**

All university employees have the right to request a modification to the system with department level approval. The modification request form will be available on the Internet. Requests made will be available for members of the committee to review by 12pm on the Monday prior to a Change Management Committee meeting. These requests should be analyzed by Business Analysts and Functional Area Experts to estimate impacts on the system. The request form should include how the modification supports the university's strategic plan, how the modification could be handled through a business process change, and whether the need could be filled through an IRM report. The person who requests the modification will complete part of the matrix, technical analysts and the Change Management Committee will complete the remaining information.

### **Process of Approval**

The committee will follow a two-step process for approving modification request. First, the committee will decide via a discussion and vote whether the modification should be added to the approved list. Anyone submitting a new request can send additional representatives to this discussion to provide additional information and answer questions from the committee. If the committee approves a modification to be added to the list, the committee must then prioritize where the modification belongs on the list via discussion and vote if necessary. The list of modifications will be continuously prioritized to ensure success of the system and the universities strategic plan. If there are a number of requests from one particular area that have been approved modifications, the committee may decide to have the vice president of that area assist in prioritization. The committee member representing that area of the university should also represent the wishes of the vice president when possible. If an area representative is unable to attend a committee meeting, they can choose to send a representative from their department for voting and discussion purposes.

### **Support of the Change Management Committee**

The Change Management Committee will have access to the change request log including current status. They will also have access to resource availability and workload. This will help guide the committee in prioritization of requests.