

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Change Management		SOP #: IT.007.00
Effective Date	5.20.2024	
Last Revision/Review	2.1.2026	

1. Purpose

The purpose of the Burrell Change Management SOP is to establish the rules for the creation, evaluation, implementation, and tracking of changes made to Burrell Information System Resources. Change management refers to the planned and unplanned changes to the Burrell IT environment. This outlines a standardized process to satisfy corporate governance audit requirements to ultimately minimize risk and maintain efficient operations.

2. Related Policy/Authority

B2050 – Data Security Policy

See NIST.SP.800-128 guide to maintain industry control systems to satisfy implementing security and privacy controls to mitigate risk as outlined in NIST.SP.800-53a and NIST.SP.800-115 for a technical guide to information security testing and assessment.

3. Faculty/Staff Responsibilities

The Burrell Change Management Policy applies to any individual, entity, or process that creates, evaluates, and/or implements changes to Burrell Information Resources.

- a. The office of the Chief Information Officer is in charge of maintaining, updating and implementing this plan.
- b. Individual departments are responsible for implementing and insuring compliance with all applicable College policies and procedures. See Records Retention Policy B2090 and Records Retention Standard Operating Procedure for Data Custodian assignments.

4. Definitions/Abbreviations

NA

5. Procedural Steps

- a. Changes to both the physical and logical environment must be documented and classified according to their:
 - i. Importance
 - ii. Urgency
 - iii. Impact
 - iv. Complexity
- b. Change documentation must include, at a minimum:
 - i. Date of submission and date of change
 - ii. Owner and custodian contact information
 - iii. Nature of the change
 - iv. Change classification(s)
 - v. Roll-back plan
 - vi. Change approver

- vii. Change implementer
- viii. An indication of success or failure
- c. Changes with a significant potential impact to Burrell Information Resources must be scheduled.
- d. Burrell Information Resource owners must be notified of changes that affect the systems they are responsible for.
- e. Authorized change windows must be established for changes with a high potential impact.
- f. Changes with a significant potential impact and/or significant complexity must have usability, security, and impact testing and back out plans included in the change documentation.
- g. Change control documentation must be maintained in accordance with any internal data retention schedule.
- h. Changes made to Burrell student environments and/or applications must be communicated to students, staff, and faculty in accordance with governing agreements and/or contracts.
- i. All changes must be approved by the Chief Information Officer.
- j. Emergency changes (i.e. break/fix, incident response, etc.) may be implemented immediately and complete the change management process retroactively.
- k. All documented changes must be reviewed to ensure successful implementation and to make sure compliance is maintained with developed baselines.

6. Reports/Charts/Forms/Attachments/Cross References

7. Maintenance

Reviewed annually by CIO and IT Director

8. Signature

Approved by _____ 2.1.2026
 CIO _____ Date

9. Distribution List

Internal

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
2.1.2026		Reviewed		2.18.2026

