

ITS Administrative Systems
Registration Central Change Management Policy

Release 1.0
ITS Administrative Systems

Adopted 11-Nov-2003

November 11, 2003

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1 Introduction

“The foolish and the dead alone never change their opinions.”—James Russel Lowell

“The art of progress is to preserve order amid change and to preserve change amid order.”—Alfred North Whitehead

We must all learn to adapt to change in our lives, and the extent to which we are able to manage change often determines our success. Managing change is even more important in a department that deals with technology. It is therefore desirable that there be some process to manage change for the betterment of the organization as a whole.

The objectives of implementing a change management policy are:

1. Introducing problem-free change into the application in a logical, orderly, and timely fashion.
2. Reducing the negative impact of failed changes on service levels by minimizing disruption and addressing the causes of failure.
3. Implementing expected changes within planned schedules and without unnecessary service disruption.
4. Enabling management to make appropriate decisions based on current and planned activities.

With these points in mind, ITS Administrative Systems proposes the following change management policy for changes to the *Registration Central* web process.

2 Taxonomy

Requested changes to *Registration Central* will be divided into two basic categories based upon their estimated:

1. Impact – how the changes will affect the current processes of *Registration Central*
2. Size – how large the changes are in their resource requirements

Each category of project impact and size will further be classified as non-major (of low impact or small size) and major (of high impact or large size). The division between non-major and major changes with regard to resources would be a total of 24 person-hours (including analysis, design, and coding).

3 Stake-Holders

The University *Working Policy* indicates that the Registrar is “responsible for the development and implementation of registration procedures for the University” (1:440:15). *Registration Central* is the primary method for students to register, and it is the Registrar’s responsibility to coordinate this process and ensure that it functions smoothly and effectively.

A vital component of each student’s registration is a viable financial plan and timely payments. Consequently, the Director of Student Financial Services is also an important stakeholder in the registration process. A number of other units within the university are also involved in registration, and need to have ways to express their interests and concerns regarding changes in *Registration Central* to improve services and processes.

4 Process

All proposed changes in *Registration Central* must be submitted to the Director of Administrative Systems. In conversations with the unit requesting the changes, the Registrar and other units as needed, the Director of Administrative Systems will make an initial assessment of whether the requested change is needed, classify it by impact and size, determine a tentative priority in relation to other changes, establish a recommended timetable for analysis, design, coding and implementation, and submit the request and a tentative plan to the Registration Committee. Conflicts about feasibility, need or priority will be resolved by the Registration Committee.

5 Timetable

Since the registration process is cyclical in nature, the following timetable for changes to *Registration Central* will be followed:

Month	Activity
August	On-line and in-person registration via <i>Registration Central</i> and counter
September	Registration evaluations filled out by students
October	Registration evaluation results reported to the Registration Committee
November	Registration evaluation results analyzed and changes proposed (if any)
December	Change proposals ranked and categorized by Director of Administrative Systems
January	Changes presented and approved by Registration Committee
February through June	Changes implemented and tested by ITS and approved by the Registration Committee

6 Communication

All changes to *Registration Central* will be communicated to advisers and others who interact with the students well in advance of the changes being deployed in production.

7 Policy Modification

This policy may be modified by the Registration Committee. The current version of this policy may be found at

<http://www.andrews.edu/ITS/policies/RCChangeManagement.pdf>.