

Document location

https://sharepoint.kent.ac.uk/is/policy/_layouts/15/WopiFrame.aspx?sourcedoc=/is/policy/Shared%20Documents/G016%20Clearing%20Enhanced%20Change%20Management%20Policy.docx&action=default. This document is subject to change and should always be checked against the online copy.

Timeline At A Glance – Dates may be subject to change

All date ranges are inclusive

From (August)	To	Event	Change Control
Monday 3 rd	Wednesday 5 th		Normal
Thursday 6 th	Thursday 6 th	A-Level download preparation	Increased scrutiny
Friday 7 th	Friday 7 th	A-Level download	All System Freeze
Saturday 8 th	Tuesday 11 th		Core Systems Freeze
Wednesday 12 th	Sunday 16 th	Clearing. A-Level results on Thursday 13 th	All Systems Freeze
Monday 17 th	Thursday 20 th	Freeze may be lifted	Possible freeze

Definitions

Change Control Type	Policy
Normal	Standard change control operation
Increased scrutiny	System work can continue as normal, but IS Staff and the CAB will give careful consideration to any work which may affect systems related to clearing. Particularly: <ul style="list-style-type: none"> • KentVision (SITS) • University Telephone Network • Core IT Infrastructure • Network in clearing related areas • SDS • University Website • Email • VPN
All System Freeze	No significant changes to any IT system unless previously agreed with the CAB or dictated by a system emergency. See exceptions list.
Core Systems Freeze	No significant changes to any core or clearing related system. Work may continue on other systems. Increased scrutiny of work will apply. Staff are asked to consider the potential impact clearing.
Possible Freeze	Plan system work as normal, though be prepared to rearrange should additional time be required to complete clearing.

Exceptions

Exceptions may be granted for Test & Development systems, or systems which have no clear connection to clearing. System owners will be asked if there is any clear potential to disrupt clearing or other core systems.

IT Staff are requested to mail the CAB (is-cab@kent.ac.uk) to request exceptions before the 1st July. See Appendix A for pre-agreed exceptions.

Other Key Dates For Consideration

Although the following dates are not under an enhanced change control policy, the events are important to the University. Please consider these when planning work which has the potential to be disruptive to services.

Date ranges are inclusive.

Thursday 16 th July	Tuesday 21 st July	Lambeth preparation
Wednesday 22 nd July	Monday 3 rd August	Lambeth 2020 conference
Saturday 4 th July	Saturday 4 th July	Virtual Open Day – 3000 expected
Saturday 5 th September	Monday 7 th September	KMMS student arrival and registration
Monday 14 th September	----	KMMS start of teaching
n/a	n/a	Hospitality key events

Policy Details

This policy outlines the extra scrutiny and restrictions applied to changes to University IT Systems and Services at critical times for University business, with a particular focus on Clearing.

This is to avoid the risk of seemingly unrelated change having unexpected consequences that could affect:

- University income, such as student numbers during clearing
- IT Services ability to run key systems at key times
- The reputation of the University

This policy refers directly to clearing and dates related to clearing, though the policy may be adapted to be used for other significant events.

It is the intention of the policy that it should not needlessly interfere with the University's ability to operate. Please discuss any urgent issues with the CAB, Head Of IT Support or your line management chain.

Working Groups

The IS Change Advisory Board (CAB)

Contact: is-cab@kent.ac.uk

The CAB, chaired by the Head Of IT Support, oversees changes made to IS managed systems and services.

The Tiger^[1] Group

An ad-hoc group formed during important points in the academic year, such as clearing and registration. Members are stakeholders from various groups.

Its purpose is to provide quick, decisive action in response to changing situations. The Tiger Group usually meets daily at critical times. The CAB is likely to seek advice or defer decisions to the Tiger Group.

Definitions

Definitions vary depending on context and are subject to significant change. They may be applicable elsewhere but may also conflict with other definitions. As such, they should be read primarily in the context of this policy.

Further detail on these terms will be given in the pre-event guidance.

Core Systems

Any system directly related to or underlying the Admissions process. This includes, but is not limited to:

- KentVision / SITS platform, including Remote Desktop services
- Email
- Sharepoint
- Telephone System
- Central (core) campus networks, uplinks, eduroam
- Edge networks in sensitive areas
- VPN
- University website infrastructure and key public content
- Core IT infrastructure (e.g. DNS, VMWare, Storage Arrays and interconnects)
- The physical environment supporting these systems (e.g. Data Centres) *and Clearing*.

It should be noted that there is a lot of *hidden* primary use of such systems within Academic Schools.

All Systems

Any central IT System with the following specific exclusions:

- Test & Development Systems (see below)
- Individual workstations, laptops etc

Test & Development Systems

A Test & Development System which is maintained in isolation from its *live* counterpart where no systematic interaction is possible without direct user intervention. Such as:

- *DEVELOPMENT* Windows Domain
- KAR Test
- Local development systems, for example in *Virtual Machines* on a laptop/workstation

The University Website's test infrastructure and the SITS Test & Development systems would not, for example, be covered by this exception as they have direct systematic links between them for data transfers and other background tasks.

Appendix A : Pre-agreed exceptions

Please contact the IS CAB as soon as possible to arrange exceptions to the Enhanced Change Management Policy.

A non-exhaustive set of examples which may need to be carried out during a period of Critical Times Change Management. This section will be updated as needed to reflect the changing landscape and current risk-assessments.

Where a section is marked CAB, please check with the CAB. This could be in person or by mail, rather than going through the system booking process.

Networking

Task	Core Freeze	All Systems Freeze
VLAN changes on edge ports in areas not used by Clearing	✓	✓
VLAN changes on edge ports in areas used by Clearing	X	X
Physical port patching in areas used by Clearing	CAB	X
Network topology changes in any area	CAB	X
Development changes on test Wireless LAN Controller	✓	✓

PC Builds

Single PC builds are ok. Bulk PC building, which might add significant load to the network or infrastructure (e.g. imaging a room full of student PCs) should be avoided during the All Systems freeze.

Core IT Infrastructure (DNS, VMWare etc)

Physical Data Centres

Task	Core Freeze	All Systems Freeze
Unsupervised access out-of-hours	X	X
Access during normal working hours for non-disruptive work (survey, rack inspection etc)	✓	CAB
Access during normal working hours for disruptive work (upgrade of physical equipment, changing power feeds, removing equipment from racks)	X	X
Emergency work - restoring a key system to working order. A statement of work will be expected.	CAB	CAB

[1] The Tiger group, named after the NATO Tiger Association, is a working group formed as required to promote solidarity between teams during times of high risk (see also https://en.wikipedia.org/wiki/NATO_Tiger_Association)