

Trust Information Systems and Record Keeping Change Control Procedure

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1 Purpose

In order to ensure the integrity of the Trust's information systems it is important that any changes to trust information systems follow a consistent change control process. It is also important to keep and maintain accurate records of all changes made to Trust information systems so that a clear audit trail exists.

This procedure covers the change control process for all changes to Trust information systems:

- Standard changes
- Normal changes
- Emergency changes

This change control procedure applies to changes that have been raised through formal Trust governance processes and have been approved from a business need perspective. They include changes that arise through the Trust's project management governance framework, through notification of service changes and through the Information Domain Strategy Governance groups.

2 Related documents

This procedure describes what you need to do to implement the Information Systems Change Control section of the [Maintenance of IT Systems Policy](#).



The [Maintenance of IT Systems Policy](#) defines roles and responsibilities for change control which you must read and understand before carrying out the procedures described in this document.











This procedure must be read in conjunction with the following documents:-



- Introduction or Upgrade of Information Systems Procedure
- Records and Data Architecture Assurance Group (RADAA) Terms of Reference
- Assure SSP
- Assure Procedure



Records Data
Architecture Assuranc

3 Change Control Procedure Step by Step for standard and normal changes

Step	Who	Task	Details
1	Requestor	Raise a request though the Information Service Centre	 ASSURE_SOP_RCM0 2 - Raising a change r
2	BAT Team	Verify or reject change request.	 ASSURE_SOP_RCM0 3 - Verifying or rejecti
3	BAT Team	Apply task template to standard changes.	 ASSURE_SOP_RCM0 8 - Applying Task Terr
4	System Owners or Administrators	Impact assess change requests within 5 working days.	 ASSURE_SOP_RCM0 4 - Impact assessing a
5	System Owners or Administrators	Add an action to a change request.	 ASSURE_SOP_RCM0 9 - Adding an action t
6	System Owners or Administrators	Viewing attachments at impact assessment stage	 ASSURE_SOP_RCM1 0 - Viewing attachmer
7	System Owners or Administrators	Viewing attachments at completing task stage	 ASSURE_SOP_RCM1 1 - Viewing attachmer
8	RADAA Attendees	Review normal change requests at RADAA including approving changes and assigning change owner	 ASSURE_SOP_RCM0 6 - Reviewing change
9	RADAA Attendees/Requestors	Access change control log report.	 ASSURE_SOP_RCM0 5 - Accessing change
10	RADAA Attendees/Requestors	Assign Change Owner	 ASSURE_SOP_RCM0 6 - Reviewing change

11	RADAA Attendees	Approve changes	 ASSURE_SOP_RCM0 6 - Reviewing change
12	BAT Team	Update Change log during meeting with decisions	 ASSURE_SOP_RCM0 6 - Reviewing change

4 Emergency Change Control Procedure

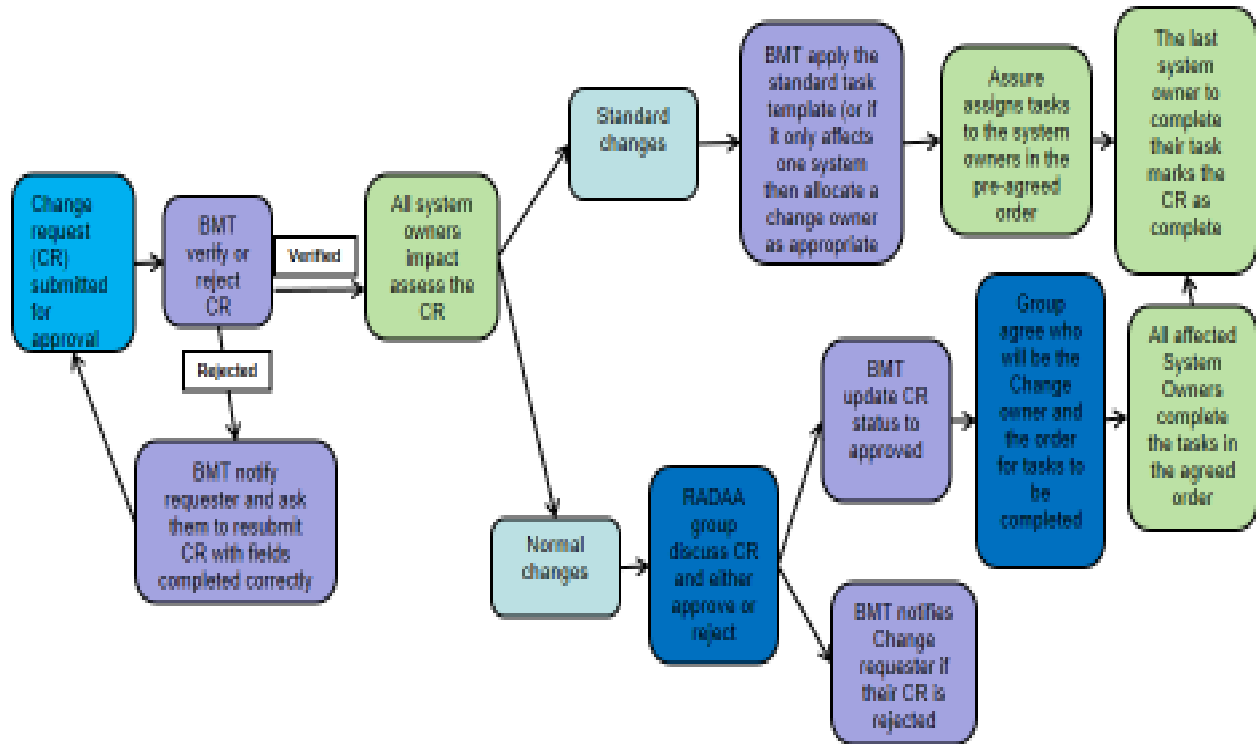
For emergency changes the requester should:

Step	Who	Task	Details
1	Requestor	Email the BAT Team with the request and reasons why this is an emergency change	tewv.informationadminteam@nhs.net
2	BAT Team	Raise change on Assure	With immediate effect
3	BAT Team	To contact the Chair or deputy Chair of RADAA regarding the request	With immediate effect
4	Chair/Deputy Chair of RADAA	Assess whether change requires an emergency change	Within 1 working day of receipt
5	Chair/Deputy Chair of RADAA	If change is accepted as an emergency, email all system owners and advise to impact assess emergency change	Within 1 working day of receipt
6	System Owners	Impact assess change	within 1 working day of notification
7	BAT Team	Arrange conference call and advise emergency CAB attendees	At same time as step 5
8	RADAA Emergency CAB attendees	Discuss/approve or reject emergency change	within 2 working days of notification
9	BAT Team	Update change and advise requester	At same time as step 8


5 Definitions

Abbreviation	Definition	Details
BAT Team	Business Administration Team	Information department administrative resource that supports change log process
RADAA	Records & Data Architecture Group	Group that reviews, manages change control process and acts as Change Advisory Board for Trust information systems changes
CAB	Change Advisory Board	RADAA
System Owners / Administrators		Staff with specific responsibility for administering/managing information systems
Assure		System that manages change requests and change log
SOP	Standard Operating Procedure	Used to provide step by step instructions within procedures

6 Appendix 1 – RADAA High Level Process Flow



7 Document control

Date of approval:	6 April 2016	
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This document replaces:	N/A	
Lead:	Name	Title
	Carole Walker-Jones	Head of Information Product Strategy & Development
Members of working party:	Name	Title
	RADAA members IDSG members	
This document has been agreed and accepted by: (Director)	Name	Title
	Colin Martin	Director of Finance & Information
This document was approved by:	Name of committee/group	Date
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	EMT	16 April 2016
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Change record

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1	6 April 2016	New procedure	Approved awaiting ratification