



# CENTRAL WASHINGTON UNIVERSITY

## INFORMATION TECHNOLOGY SERVICES DEPARTMENT POLICY

Title: <b><i>Computer Center Environmental and System Changes</i></b>	Number: <b>PL302.0</b>	Eff: 3/31/06 Rev: 3/13/07
<p>Purpose: The purpose of this policy is to ensure that all changes made to the infrastructure environment and to any systems within the CWU Computer Center are fully documented, vetted, and approved prior to implementation. It is the responsibility of the Information Technology Services (ITS) Department to protect the University computer systems assets and ensure their uninterrupted availability.</p>		
<p>Scope: <b><u>Environmental</u></b> changes include HVAC, power, fire suppression, and other related utility services that are required for proper operation of the center. <b><u>System</u></b> changes include hardware and software (application and operating system) configuration changes on all systems that support the administrative and instructional needs of the University.</p>		
<p>Policy: <b><u>Environmental Changes:</u></b> Changes to any environmental system within the CWU Computer Center must be documented and submitted (in writing) to the Director of Network and Operations or his/her designee at the first opportunity, but no less than 1 week prior to scheduled commencement of any work. Requests must include:</p> <ul style="list-style-type: none"><li>• The rationale/justification for the work to be performed.</li><li>• Identification of the individual that is the lead on the work.</li><li>• A complete outline/description of the work to be done including identification of systems to be replaced, upgraded or removed.</li><li>• Schedule of work to be performed, including estimated time to return systems to service.</li><li>• Risk assessment of any disruption to other environmental systems or computer operations in the Computer Center.</li><li>• Additions, deletions, or modifications to any Computer Center environmental systems (other than emergency repairs) must be fully documented in the Computer Center inventory database managed by the CWU Computer Center Operations Staff, to ensure that the Information Technology Services (ITS) department is able to <b><i>effectively</i></b> recover from any potentially occurring disaster.</li></ul> <p><b><u>System Changes:</u></b> Changes to any computing, network or telecom system (other than emergency repairs) within the CWU Computer Center must be discussed with and scheduled through the Director of Network and Operations, or his/her designee, prior to any work being done. Information required before a decision to commence work includes:</p>		

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- The rationale/justification for the work to be performed.
- Identification of the individual that is the lead on the work.
- A complete outline/description of the work to be done, including identification of systems to be replaced, upgraded or removed.
- Schedule of work to be performed, including estimated time to return systems to service.
- Risk assessment of any disruption to other environmental systems or computer operations in the Computer Center.
- Additions, deletions, or modifications to any hardware or software in the Computer Center computing, networks or telecom equipment (other than emergency repairs) must be transmitted by the responsible N&O staff to the Computer Center Operations Staff, who are responsible to update the CC inventory database. This ensures that the Information Technology Services (ITS) department is able to ***effectively*** recover from any potentially occurring disaster.

### Compliance:

Periodic audits will be performed to assure compliance. A copy of this database will be printed out and stored in an off-site location.

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