

Information Technology Policy

Enterprise Change Management Maintenance Policy

ITP Number ITP-SYM010	Effective Date March 2014
Category Systems Management	Supersedes ITP-NET015
Contact RA-itcentral@pa.gov	Scheduled Review August 2019

1. Purpose

To establish policy, responsibilities, and procedures for Change Management maintenance, specifically the creation of blackout periods and maintenance windows, on the Commonwealth's enterprise Information Technology platforms.

2. Scope

This Information Technology Policy (ITP) applies to all departments, boards, commissions and councils under the Governor's jurisdiction as well as independent agencies participating with the Enterprise Change Management Tool. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

3. Definitions

- 3.1 Blackout** - Submitted to Change Management to request a freeze on all or certain types of maintenance for business reasons. Also referred to as Change Freeze.
- 3.2 Maintenance Window** - The period in which changes can be implemented. Weekly maintenance windows are pre-defined by the Change Manager. Maintenance outside of these pre-defined windows will require approval (refer to OPD-SYM010B *Enterprise Maintenance Windows and Scanning Guidance*).
- 3.3 Emergency Change** – Supports maintenance in response to a reported Incident, when a problem exists on any infrastructure component or service that is causing business disruptions to one or more agencies.
- 3.4 Normal Change** – Supports maintenance performed by a service provider. This type of maintenance is performed on the service offering which affects multiple customers and is vital to the integrity of the services provided.
- 3.5 Expedite Change** – Supports maintenance which follows all the steps of normal maintenance but in a quicker time frame of zero (0) to five (5) business days.
- 3.6 Standard Change** – Supports Maintenance that is OA/OIT Enterprise-approved, low risk-assessed, pre-authorized, and is administratively routine.

4. Policy

The Office of Administration/Office for Information Technology Enterprise (OA/OIT Enterprise) have established the following maintenance procedures to ensure that Enterprise Services are available during the most critical and heavily used time periods:

- Established predetermined dates and times for implementing scheduled maintenance
- Established blackout windows

Approved changes classified as Enterprise will be implemented on a weekly basis during a scheduled "Enterprise Maintenance Window".

The dates and times for implementation of Enterprise maintenance are referenced in OPD-SYM010B *Enterprise Maintenance Windows and Scanning Guidance*. Contact RA-ITCentral@pa.gov or RA-BIOCAB@pa.gov for details (authorized CWOPA personnel only).

Exceptions to This Policy

Enterprise maintenance that cannot be scheduled during one of the previously listed fixed routine scheduled maintenance windows would need approval from OA/OIT Enterprise.

Emergency maintenance can be scheduled at any time and does not need to adhere to the maintenance windows.

Emergency changes for Break/Fixes or Imminent Security Threats are exempt from blackout restrictions.

All High-Risk changes will provide a notification to the Chief Information Security Officer (CISO Security Team).

All changes involving Security CI's will require Chief Information Security Officer (CISO Security Team) Approval.

Scanning activities are excluded. Scanning guidance is referenced in OPD-SYM010B *Enterprise Maintenance Windows and Scanning Guidance*. Contact RA-ITCentral@pa.gov or RA-BIOCAB@pa.gov for details (authorized CWOPA personnel only).

Limited, Shared Infrastructure, and Comprehensive Production Blackout/Freeze Window Requests

Limited

A Limited blackout only affects single agencies and the blackout is limited to the Agency requesting it. (This is inclusive of OA/OIT Enterprise). Changes submitted during a limited blackout will require the blackout agency approval only if a (CI) referenced on the change request is related to the agency that has the blackout maintenance.

The agency is to complete the Blackout/Freeze Request Form (OPD-SYM010A) and e-mail the form to RA-BIOCAB@pa.gov. The Functional Group Change Managers and Enterprise

Change Management will determine if a delay in maintenance can be accommodated and respond to the agency.

Scenario 1: If PSP has a blackout and the Department of Corrections is creating a change request within the PSP blackout window, and the affected CI's do not relate to PSP no PSP blackout approval is required.

Scenario 2: If PSP has a blackout and the Department of Corrections is creating a change request within the PSP blackout window, and the affected CI's do relate to PSP, a PSP blackout approval is required.

Shared Infrastructure

In that OA/OIT Enterprise manages Shared Infrastructure, the blackout processes work as listed below.

Scenario 3: If OA/OIT Enterprise has a blackout (limited, not comprehensive) and PSP is creating a change request within the OA/OIT Enterprise blackout window, and the affected CI's do not relate to OA/OIT Enterprise managed CI's, no OA/OIT Enterprise Blackout approval is needed.

Scenario 4: If OA/OIT Enterprise has a blackout (limited, not comprehensive) and PSP is creating a change request within the OA/OIT Enterprise blackout window, and the affected CI's do relate to OA/OIT Enterprise managed CI's, an OA/OIT Enterprise blackout approval is required.

Scenario 5: If Corrections has a blackout, and PSP is creating a change request within Corrections blackout window, and the affected CI's are on shared infrastructure at OA/OIT Enterprise on which Corrections is Operating, a Corrections blackout approval is required.

Comprehensive

The scope of a Comprehensive blackout is different from Limited. No maintenance can be performed by any agency during a Comprehensive Blackout period. Usually occur during critical events within the Commonwealth (elections, official state visits, etc.). If a comprehensive blackout is to occur, the agency is to provide Enterprise Change Manager with a thirty [30] business-day notice prior to the Blackout / Freeze Window.

The agency is to complete the Blackout/Freeze Request Form (OPD-SYM010A) and e-mail it to RA-BIOCAB@pa.gov. The Functional Group Change Managers and Enterprise Change Management will determine if a delay in maintenance can be accommodated and respond to the agency.

When it is determined that a Comprehensive Blackout for all maintenance is needed, approvals must be obtained from the Commonwealth Chief Technology Officer (CTO). The Enterprise Change Managers will post this Blackout in the system once approval is received.

Blackout Rejection Override Authority

The CIO or CTO of the Commonwealth has the authority to override a Blackout rejection via the Enterprise Change Advisory Board (CAB) process.

5. Responsibilities

Agency/Delivery Center Responsibilities:

- Coordinate agency/delivery center [non-enterprise] maintenance around the enterprise maintenance windows
- Submit and coordinate Blackout/Freeze requests

Office of Administration, Office for Information Technology Enterprise (OA/OIT Enterprise) Responsibilities:

- Receive or initiate changes
- Assess risk of changes
- Review and approve all enterprise changes

6. Related ITPs/Other References

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal:

<http://www.oa.pa.gov/Policies/Pages/default.aspx>

- Management Directive 205.34 – *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*
- IT Service Management Tool – Refer to the OA/OIT Enterprise Service Catalog: <https://itcentral.pa.gov/Pages/Enterprise-Services.aspx> (CWOPA access only)
- OPD-SYM010A– *Blackout/Freeze Form*
- OPD-SYM010B *Enterprise Maintenance Windows and Scanning Guidance*
- ITP-SEC000– *Information Security Policy*
- ITP-SYM006 – *IT Resources Patching Policy*

7. Authority

Executive Order 2016-06, Enterprise Information Technology Governance

8. Publication Version Control

It is the user's responsibility to ensure they have the latest version of this publication, which appears on <https://itcentral.pa.gov> for Commonwealth personnel and on the Office of Administration public portal: <http://www.oa.pa.gov/Policies/Pages/default.aspx>. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

9. Exemption from This Policy

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at <http://coppa.oa.pa.gov>. Refer to ITP-BUS004 *IT Waiver Review Process* for guidance.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision
Original	03/2014	Base Document
Revision	04/01/2014	Update Blackout/Freeze Request Form
Revision	03/22/2017	Removed unnecessary language from Scope section Added Exemption, Expanded References sections Removed and replace Maintenance Calendar URL Added roles of approving blackout requests Removed Objectives section
Revision	01/19/2018	Expanded guidance on Change Management processes in Policy section changed ITP name to Enterprise Change Management Maintenance Policy from Enterprise Services Maintenance Scheduling All information relating to Removal of references to Pre-Approval Standards are exempt from Blackout/Freeze windows Added section Limited and Comprehensive Production Blackout/Freeze Windows
Revision	08/09/2018	Added guidance on CI scanning process Added authority for blackout rejection overrides Added verbiage to Section 4 Exceptions to this policy Replaced some verbiage from maintenance to changes Added OPD-SYM010B <i>Enterprise Maintenance Windows and Scanning Guidance</i>