



IT Change Management Policy

Policy number: 800 -IT-5
Policy owner: ITS

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Date of last tracked, to support continuity of IT services, and reduce negative impact on services and Users.

SECTION II. SCOPE AND APPLICABILITY

This policy applies to all University of South Florida (USF) employees, students, faculty, and staff.

SECTION III. DEFINITIONS

For the purposes of this policy, the following definitions apply:

- a. Category III – Orange Data: Data that is sensitive but not classified, such as financial records, personnel files, and student records. This data is protected under laws such as FERPA and the Freedom of Information Act (FOIA).
- b. Category IV – Red Data: Data that is highly sensitive and requires the highest level of protection, such as research data, intellectual property, and confidential business information.
- c. Change Advisory Board: A group of individuals responsible for reviewing and approving changes to IT services.
- d. Change Control: The process of managing changes to IT services, including identifying, analyzing, and implementing changes.
- e. Emergency Change: A change that is implemented immediately to resolve a critical issue or prevent a service outage.

- . Planned Change a -a a a a , a , a
a .
- . Routine Level Change a a a a a a , a
a a a , a .
- . SaaS (Software as a Service) a b a a a
a a b a 3 a . E a , M O 365, Ca a a
Q a .
- . Tier 0 and Tier 1 Systems a a a 6.5 ()-1.2 ()- ()-126 ()

