

Information Technology Change Management

Change Management is a set of processes adopted by Mt. SAC to prevent disruptions to the stability and integrity of our college systems, applications, and data. Change management allows changes to be introduced to production environments in a controlled fashion that minimize disruption and maximizes efficiency. The process ensures that a standardized set of procedures is used to promptly handle all requests for change. Change management ensures that all changes are recorded, assessed, approved, prioritized, and deployed in a manner that meets business requirements and protects the stability and reliability of critical IT systems.

What Constitutes a Change? A change is the addition, modification, or removal of anything that could have an effect on IT services. Changes usually result in a modification to a specific component of the IT infrastructure or one of the key business applications.

Examples of Changes	NOT a Change
Upgrades to Banner	Setting up a new user account
A modification to a firewall	Installing a new PC
Swapping out network equipment	Purchasing new software
Database maintenance	Changing a user password

Benefits of Change Management

IT Benefits	Business Benefits
Fewer change-related incidents and outages	Fewer service disruptions
Faster change turnaround time	Faster response to requests for new and enhanced functionalities
Higher rate of change success	Align change with college/department needs and strategies

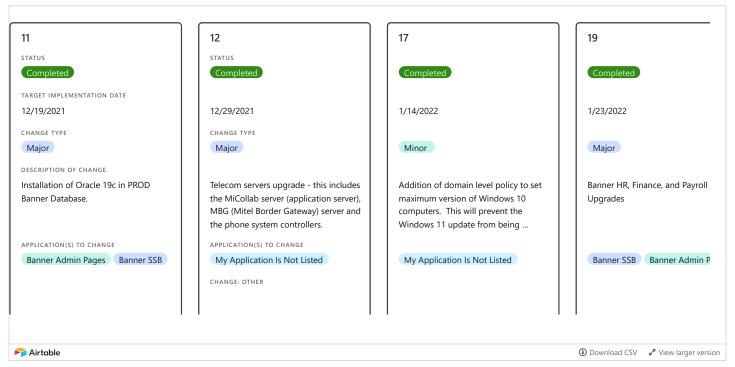
IT Benefits	Business Benefits
Improved communication	Early involvement of end users/stakeholders
Minimize support calls related to poorly communicated changes; thereby improving customer service	Increased visibility of changes; reducing negative impact of change
Provide a structure and strategy for IT related changes	Stable services and increased user productivity

- Types/Categories of Changes
- Change Management Approval Process

Requesting a Change

If you would like to request a change please fill out our Change Request Form.

Change Requests - Pending and Completed



Mt. San Antonio College

1100 N. Grand Ave., Walnut, CA 91789

Phone: (909) 274-7500, Campus Police: (909) 274-4555, Text-A-Tip: (909) 610-9139

Change Management Group Members:

- Monica Cantu-Chan Director IT Project Implementation
- Bangloy, Antonio director Enterprise Application Systems
- Moore, Anthony Chief Technology Officer
- Carr, Michael Director Academic Technology
- Bradshaw, George Dean Enrollment Management
- Jones, Lee Manager Technical Support
- Herrera, Vincent Lead IT Support Tech
- Imes, Rowena Lead IT Support Tech
- Tran, Chuong Assistant Director Application Support & Development
- Turner, Eric- Assistant Director Web and Portal Services
- Frank, Ken Senior Systems Integrator
- Vorster, Werner Database Administrator
- Mehta, Jaishri Professor of CIS
- Duffy, Pattie Business Analyst
- Garcia, Hector Business Analyst
- Isomura, Loralyn Instructional Services Analyst
- Suarez, Pedro Assistant Director Academic Technology
- Yeo, Krystal Systems Analyst
- Uesugi, Koji Dean Student Services
- Gomes, Caron Systems Analyst/Programmer
- Carter, Alexis Director HR, EE and Benefits Services
- Mai, Uyen 'Yen' Director Marketing
- Nelson, Carol Director Presidents Office
- Bowman, Brandin Assistant Director Technical Services
- Rodriguez, Chris Manager Technical Services Engineering
- Lee, Richard Director Payroll
- Quinones, Patricia Director Research & Institutional Effectiveness
- Patel, Krupa Business Analyst
- Vasquez, Joseph Academic Network Administrator
- Coronado, Claudia IT Specialist
- Morales, Kate Coordinator Information Technology
- Anderson, Julie Systems Administrator
- Chen, Meghan Associate Vice President Instruction
- Ortiz, Vanessa HR analyst
- Cerda, Manuel Director Financial Aid
- Phu, Jenny Assistant Director Financial Aid
- Macatiag, Darwin Enterprise Network Administrator
- Chris Schroeder

 Director Infrastructure and Data Security
- Tim Chu Systems Administrator