



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

<p>11</p> <p>STATUS</p> <p>Completed</p> <p>TARGET IMPLEMENTATION DATE</p> <p>12/19/2021</p> <p>CHANGE TYPE</p> <p>Major</p> <p>DESCRIPTION OF CHANGE</p> <p>Installation of Oracle 19c in PROD Banner Database.</p> <p>APPLICATION(S) TO CHANGE</p> <p>Banner Admin Pages Banner SSB</p>	<p>12</p> <p>STATUS</p> <p>Completed</p> <p>12/29/2021</p> <p>CHANGE TYPE</p> <p>Major</p> <p>Telecom servers upgrade - this includes the MiCollab server (application server), MBG (Mitel Border Gateway) server and the phone system controllers.</p> <p>APPLICATION(S) TO CHANGE</p> <p>My Application Is Not Listed</p> <p>CHANGE: OTHER</p>	<p>17</p> <p>Completed</p> <p>1/14/2022</p> <p>Minor</p> <p>Addition of domain level policy to set maximum version of Windows 10 computers. This will prevent the Windows 11 update from being ...</p> <p>My Application Is Not Listed</p>	<p>19</p> <p>Completed</p> <p>1/23/2022</p> <p>Major</p> <p>Banner HR, Finance, and Payroll Upgrades</p> <p>Banner SSB Banner Admin P</p>
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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 website. <https://www.mtsac.edu/training/changemanagement/index.html>

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