Administration 9 - CHANGE DOCUMENTATION MANAGEMENT

1. Policy Statement:

1.1 Consistent record keeping of the decisions made in the IT section will assist management in ensuring outcomes are achieved against recommendations.

Requests for certain IT actions will be logged along with records of whom approved the request and the outcomes of any testing made. These will be stored in the IT Officer Log.

2.0 IT Officer Log

2.1 The IT Officer will keep a manual log in which he will document all changes made to the IT infrastructure in chronological order.

2.2 The Director of Governance shall initial and date each completed page in the IT Officer Log.

2.3 Each completed page signed by the Director of Governance shall be scanned and stored in record keeping with the records officer.

Example –

Date of Request	System	Officer Requesting	Request	IT Officer notes and Level of ICT change	Authorising Officer and their initials	Signature and date of Requesting Officer on completion
3.1.23	Asus Laptop	Chris Su	Install VPN access to be able to remotely access the server and outlook emails	Operational. Requires assistance from NEC to create VPN. Laptop will be down for at least a week.	Director of IT Gan SH 4.1.23	Chris Su 10.1.23

3.0 Level of ICT Change Chart

The Shire classifies four levels of ICT Changes from Administrative, Operational, Systems Level to Infrastructure Critical being the most drastic level of change. The IT Officer is to give each logged the appropriate classification in their notation in the IT Officer Logbook.

Level of ICT Change	Description	Example	Authority	IT Log requirement
Administrative	Routine tasks that do not net add or remove hardware or software to a work area.	Updating printer drivers Troubleshooting software Replacing monitor/keyboard/mice Connecting video-conference equipment	IT Officer	Optional
Operational	Tasks that require installation of minor hardware or any software beyond what the work area currently has.	Installing a new platform for records management, billing, HR, etc. Replacement of outdated hardware or peripherals with updated equipment.	Director of IT	Mandatory
Systems Level	Major IT changes outside the server room.	Issuing of a desktop/NUC units to staff. Installation of new printer systems, copiers and other office assets.	Director of IT	Mandatory
Infrastructure Critical	Physical replacement of major network design components.	The replacement or retirement of any hardware in the server room. The replacement or retirement of any of the airspan or wifi assets on Council property. All changes to the network above Systems Level.	CEO and Director of IT	Mandatory

Document Control Box

Version	Approved, Amended, Rescinded	Date	Officer	Resolution number	Key changes/ notes	Next Review date	File Ref No.
1	Approved	21/3/2023	Chris Su	15/23			