

COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

INFORMATION TECHNOLOGY POLICY

Name Of Policy: Router Change Management	Number: POL-ENSS004
Domain: Network	Category: Router & Switches
Date Issued:	Issued By Direction Of: 
Date Revised: 03/07/2016	Clifton Van Scyoc, Chief Technology Officer

Abstract:

This document will create a change management process for the router and switches with DHS, Insurance and Aging

General:

In order to meet IRS requirements and to keep in line with best business practices for a network infrastructure DHS will start tracking all router and switch changes.

Policy:

All router and switch changes will be tracked on a spreadsheet accessible to all staff within the Network Management Unit. Once the department moves to an official change management process the spreadsheet will need to be migrated to the new process.

Things to be documented: Switch port configuration changes, IOS Upgrades, Command Line changes, why a change is being made.

Example of Spreadsheet:

Date	Device (es)	What Changed	Why A Change	Who Performed	Who Documented

Exemptions from this Policy:

There will be no exemptions to this standard.

Refresh Schedule:

All policies and referenced documentation identified in this standard will be subject to review and possible revision annually or upon request by the DHS Information Technology Standards Team.

Policy Revision Log:

Change Date	Version	Change Description	Author and Organization
1/24/12	1.0	Policy Written	Matthew Messinger, BIS-DTE
10/9/13	1.0	Reviewed – No Content Changed	Matthew Messinger, BIS-DTE
3/19/15	1.1	Changed DPW references to DHS	Bob Gordon, BIS-DTE
03/07/2016	1.2	Updated the CTO's name	Aamir Qureshi, BIS-DTE