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| <b>TITLE: PRODUCTION SUPPORT AND PARTICIPANT CHANGE MANAGEMENT POLICY</b> |                                      |
| <b>STATUS: FINAL</b>  | <b>EFFECTIVE DATE: July 15, 2015</b> |
| <b>VERSION: 2</b>   | <b>PAGE: 1 OF 2</b>                  |

I. PURPOSE

It is the policy of ClinicalConnect HIE to ensure the use of – and participant use of – standardized change management methods and procedures for the effective handling of any IT infrastructure changes. This is to minimize negative impact to day to day business operations, production systems, and/or other downstream systems.

II. SCOPE

This policy applies to ClinicalConnect HIE staff and its Participants.

III. DEFINITIONS

“Participant” is an organization (including physician practice) that has signed a Data Exchange Agreement with the ClinicalConnect HIE.

“Service Provider” is an organization that has signed a support agreement with the ClinicalConnect HIE to provide technology related services necessary to operate the health information exchange.

IV. POLICY

- A. ClinicalConnect HIE its service providers, and participants shall follow IT best practices for production change control.
- B. Changes shall be planned, authorized, and communicated to all affected parties with adequate advanced notice.
- C. All changes shall be tested, documented, and validated by the requestor before being implemented in a production environment.
- D. All changes shall be approved in advance prior to production implementation.

V. **Revision History**

| <b>DATE</b> | <b>AUTHOR</b> | <b>COMMENTS</b>                              |
|-------------|---------------|--|
| 7/15/15     | Brandon Lyons | Modified policy, definitions, and guidelines |
| 2/24/16     | Erika Jones   | Updated the template                         |
| 4/1/17      | Keith Dukes   | Reviewed Policy – No Changes                 |
|             |               |  |