

TITLE: PRODUCTION SUPPORT AND PARTICIPANT CHANGE MANAGEMENT POLICY	
STATUS: FINAL	EFFECTIVE DATE: July 15, 2015
VERSION: 5	PAGE: 1 OF 2

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 its 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

DATE	AUTHOR	COMMENTS
07/15/2015	Brandon Lyons	Modified policy, definitions, and guidelines
02/24/2016	Erika Jones	Updated the template
04/01/2017	Keith Dukes	Reviewed Policy – No Changes
08/02/2019	Michael Gigliotti	Reviewed Policy – General Template Updates
01/07/2022	Keith Dukes	Updated date formatting and minor grammatical error