الجامعة الاسلامية العالمية ماليزيا
**INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA**
يونيۏرسيتي إسلام انتارابڠسا ماليسيا
*Garden of Knowledge and Virtue*

# MANAGEMENT OF IT CHANGE

| Prepared By:- | Approved By:- |
|---|---|
| | |
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| Position: Deputy Director Information Technology Division | Position: Director, Information Technology Division |
| Date : 6 / 11 / 2025 | Date : 3/12/2025 |

## 1.0 OBJECTIVE

The purpose of this procedure is to define the management of changes in IT production environment to ensure that all changes related to infrastructure and applications within the production environment are formally managed in a controlled manner. This procedure also includes the formal acceptance and making operational of new solutions at ITD. Changes are logged, assessed and authorized prior to implementation and reviewed against planned outcomes following implementation.

## 2.0 SCOPE

This procedure applies to infrastructure and application services changes to the production environment managed by the Information Technology Division.

## 3.0 ACCOUNTABILITY

Quality Assurance and Customer Care Section (QACC), Information Technology Division.

## 4.0 ABBREVIATION (If any)

| 4.1 | COBIT | : | Control Objective for Information Technology |
| 4.2 | IT | : | Information Technology |
| 4.3 | ITD | : | Information Technology Division |
| 4.4 | QA Test | : | Quality Assurance Test is performed to ensure that the work performed did not cause unforeseen errors or consequences to other services, i.e. any change work tasks performed do not impact the environment. |

## 5.0 REFERENCE

5.1 COBIT 5 Process Reference Guide

5.2 COBIT 2019

## 6.0 RECORD RETENTION PERIOD

| No | Quality Records | Location | Retention Period | Responsibility |
|----|----------------|----------|------------------|----------------|
| 1. | IT Change Request Form | ITD Filing Cabinet/Cloud | 3 years | Change Manager/Authorized change personnel |
| 2. | IT Change Closing Form | ITD Filing Cabinet | 3 years | Change Manager/Authorized change personnel |
| 3. | Standard IT Change Catalogue | ITD Website | 3 years | Change Manager/Authorized change personnel |

| | Title | : MANAGEMENT OF IT CHANGE |
|---|---|---|
| | Ref. No. | : IIUM/ITD/01 |
| | Version No: | : 04 |
| | Revision No | : 01 |
| | Effective Date | : 10/2025 |

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## 7.0 PROCESS FLOW

Version No. 00
Revision No.
Effective Date:

### MANAGEMENT OF IT CHANGE



**RESPONSIBILITY**

- Requestor/ ServiceDesk
- Change Initiator
- Change Manager
- Change Initiator & Change Manager
- ITD Senior Management
- Change Manager
- Change Initiator
- Change Initiator
- Change Manager
- ITG
- BI
- Change Manager

**Flowchart elements:**

- Start
- Change Classification
- Standard (refer Service Catalogue) → Register in i-First → Management of IT Service Request
- Non-Standard (other than Service Catalogue) → Submission of IT Change Request
  - Normal
  - Urgent
  - Emergency
- Changes will affect EA Diagram? → yes → submission of Draft of EA Diagram
- no → Approval → yes → Create OnTrack IT Change
- Approval → No → Inform Requestor
- Assign Change ID to change initiator (PIC)
- Update Progress of Change in OnTrack
- Updating of Configuration Database
- Submission of IT Change Closing Report and Approved EA Diagram
- Doc Completed? → No / yes
- Submission of EA blueprint into EA Repository
- Closed IT Change
- End

**DOCUMENTS AND RECORDS TO BE REFERRED**

- Service Catalogue/ IT Request/ Email/ Memo/ Letter
- i-First
- IT Change Request Form Lampiran 9A
- IT Change Request Form
- Draft of EA Diagram
- Email/ OnTrack
- OnTrack
- OnTrack / Configuration Template
- IT Change Closing Report EA Diagram
- Email
- OnTrack