**Policy Name:** Banner Change Management  
**Originating/Responsible Department:** Information Technology Services (ITS)  
**Approval Authority:** Chief Information Officer (CIO)  
**Date of Original Policy:** April 2012  
**Last Updated:** October 2015  
**Mandatory Revision Date:** October 2020  
**Contact:** Director, Enterprise Applications, ITS  

**Policy:**  
All changes made to Banner, Carleton University’s enterprise administrative system must be made in a manner that will ensure the effective management of change while reducing the inherent risk associated with changes to IT systems. Changes covered by this Policy include fixes and minor enhancements.  

**Purpose:**  
The purpose of this Policy is to define standards for making fixes and minor enhancements to Banner, Carleton University’s enterprise application.  

**Scope:**  
This Policy applies to all Banner modules as well as other enterprise applications which interact with Banner and are supported by the Enterprise Application team within ITS.  

**Procedures:**  
The System Change Request (SCR) process is defined in the ITS Banner Change Management Process document.  

**Contacts:**  
Director, Enterprise Applications, ITS  

**Links to Related Documents:**  
http://carleton.ca/its/about-its/policies/  
- Banner Change Management Process