

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