



NOT PROTECTIVELY MARKED

WEST MIDLANDS POLICE

Force Policy Document

POLICY TITLE:	Change and Release Management
POLICY REFERENCE NO:	Inf/20

Executive Summary.

In accordance with the HMG SPF West Midlands Police will ensure that appropriate security measures are implemented and managed to control access to information assets and reduce the risks associated with unauthorised system access and information disclosure.

**Any enquiries in relation to this policy should be made directly with the policy contact / department shown below.

Intended Policy Audience.

This policy applies to every police officer, member of police staff, police community support officer, special constable, volunteer, contractor, and approved persons working for or on behalf of West Midlands Police.

Current Version And Effective Date.	Version 0.1	29/12/2014
Business Area Owner	Information Management Services	
Department Responsible	Information Management	
Policy Contact	Kate Jeffries – Head of Information Management	
Policy Author	Tom King – Information Security Officer	
Approved By	DCC Thompson	
Policy Initial Implementation Date	10/02/2015	
Review Date	10/02/2017	
Protective Marking	Not Protectively Marked	
Suitable For Publication – Freedom Of Information	Yes	

Supporting Documents

- HMG Security Policy Framework (SPF);
- CESG IA Standards (IAS) and Good Practice Guides (GPG's);
- BS EN ISO27001:2013 – Information Technology
- Security Assessment for Protectively Marked Assets (SAPMA)
- WMP Local Threat Assessment
- Code of Ethics (http://www.college.police.uk/docs/Code_of_Ethics.pdf)

Evidence Based Research

Full supporting documentation and evidence of consultation in relation to this policy including that of any version changes for implementation and review, are held with the Force Policy Co-ordinator including that of the authorised original Command Team papers.

Please Note.

PRINTED VERSIONS SHOULD NOT BE RELIED UPON. THE MOST UPTO DATE VERSION OF ANY POLICY OR DIRECTIVE CAN BE FOUND ON THE EQUIP DATABASE ON THE INTRANET.

Force Diversity Vision Statement and Values

“Eliminate unlawful discrimination, harassment and victimisation. Advance equality of opportunity and foster good relations by embedding a culture of equality and respect that puts all of our communities, officers and staff at the heart of everything we do. Working together as one we will strive to make a difference to our service delivery by mainstreaming our organisational values”

“All members of the public and communities we serve, all police officers, special constables and police staff members shall receive equal and fair treatment regardless of, age, disability, sex, race, gender reassignment, religion/belief, sexual orientation, marriage/civil partnership and pregnancy/maternity. If you consider this policy could be improved for any of these groups please raise with the author of the policy without delay.”

Code of Ethics

West Midlands Police is committed to ensuring that the Code of Ethics is not simply another piece of paper, poster or laminate, but is at the heart of every policy, procedure, decision and action in policing.

The Code of Ethics is about self-awareness, ensuring that everyone in policing feels able to always do the right thing and is confident to challenge colleagues irrespective of their rank, role or position

Every single person working in West Midlands Police is expected to adopt and adhere to the principles and standards set out in the Code.

The main purpose of the Code of Ethics is to be a guide to "good" policing, not something to punish "poor" policing.

The Code describes nine principles and ten standards of behaviour that sets and defines the exemplary standards expected of everyone who works in policing.

Please see http://www.college.police.uk/docs/Code_of_Ethics.pdf for further details.

The policy contained in this document seeks to build upon the overarching principles within the Code to further support people in the organization to do the right thing.

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1. INTRODUCTION.

- 1.1. West Midlands Police recognise that with constantly changing Business needs and challenges, the IT environment upon which the Force is increasingly dependent is a pervasive and dynamic one. The environment is increasingly complex and contains many interdependencies that have become operationally critical to the success and basic survival of the organisation. For these reasons ICT requires a disciplined process that can introduce required changes into this technical environment with minimal disruption to normal service and business operations.
- 1.2. The process employed to effectively manage such issues is defined as Change Management.
- 1.3. The Change & Release Management process will apply to all Customers and Users of ICT services provided and supported by West Midlands Police ICT department.

2. CHANGE AND RELEASE MANAGEMENT POLICY

The aim of the policy

- 2.1. The purpose of Change & Release Management is to provide a disciplined process for introducing required changes and releases into the IT environment with minimal disruption to on-going business operations.
- 2.2. This Policy underlines ICT's commitment to improving Service by reducing the negative impact of IT related changes.

General Principles of the Policy

- 2.3. The following Policy statements apply:
 - There will be a single defined set of Change & Release Management Processes
 - All members of ICT will follow the Change and Release Management Processes
 - The Change & Release Management process will be shared with key 3rd Party suppliers
 - All Requests for Change (RFC) will be logged and tracked within a relevant and auditable change management tool.
 - No changes will be permitted to take place for which ICT do not understand the full impact and extent of the change
 - Formal procedures and standards will be documented to support the processes
 - Selected changes that are standard, repeatable in their nature and subject to agreed & tested procedures will be defined accordingly and 'pre-approved' to allow for speedy implementation
 - There will be a process to implement Emergency Changes in a controlled, calculated and expedient manner
 - The Change Manager will have overall responsibility and authority to approve or reject Changes
 - Changes will be assessed and categorised based upon the risk and impact on the provision of normal service and the urgency of the required implementation

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- A Change Advisory Board (CAB) will meet on a weekly basis to discuss and approve high impact Change, Release and project activity
- Attendance at the CAB will be mandatory for all defined members, or their deputy
- All Major category changes will be discussed at the CAB
- All Emergency category changes will be discussed at the Emergency CAB, and will require approval from this body in order to proceed
- Other than for low impact changes, the change requester will not be permitted to authorise and approve their own change
- The Change & Release Management processes will be automated as much as possible in order to simplify and expedite delivery
- The introduction of new IT Services will be subject to the Change & Release Management processes ensuring that new services are rolled out in a planned and controlled manner
- All Change records (RFC) will be kept up to date with appropriate status updates by the change owner
- Information relating to Change activity will be made available to all ICT staff via a Change & Release Calendar
- All failed 'Major' changes will be subject to a post implementation review
- Major releases will be subject to a formal Release Plan which will be produced by the relevant Project Manager
- The naming and numbering of Release versions will comply with existing ICT standards

Glossary

ITIL

- 2.4. The Information Technology Infrastructure Library. An Industry recognised set of Good Practice guidelines for Service Management.

Change Management

- 2.5. Change Management is the process of ensuring that standardised methods and procedures are used for efficient and prompt handling of all Changes, in order to minimise the impact of Change-related Incidents upon service quality, and consequently to improve the day-to-day operations of the organisation.

Change

- 2.6. A change is defined as any addition, amendment or removal of an approved, planned or supported:
- Service
 - Hardware Asset
 - Software Asset
 - Network
 - Application
 - System
 - IT Asset

Release

- 2.7. A Release is defined as the planned introduction of new versions of Hardware, Software, Applications or IT Services through either a single change or a series of changes

Service Request

- 2.8. IT related “pre-approved” changes, generally affecting single users, which have been made available and logged via the ICT Service Desk.

3. UNDERPINNING POLICIES AND PROCEDURES

- 3.1. To support the overarching Change and Release Management policy the following policies will be maintained by the force –

1. Force Information Security Policy;
2. Information Services Risk Register;
3. West Midlands Police Risk Appetite Statement;

4. EQUALITY IMPACT ASSESSMENT (EQIA).

- 4.1. The policy has been reviewed and drafted against all protected characteristics in accordance with the Public Sector Equality Duty embodied in the Equality Act 2010. The policy has therefore been Equality Impact Assessed to show how West Midlands Police has evidenced ‘due regard’ to the need to:

- Eliminate discrimination, harassment, and victimisation.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Supporting documentation in the form of an EQIA has been completed and is available for viewing in conjunction with this policy.

5. HUMAN RIGHTS.

- 5.1. This policy has been implemented and reviewed in accordance with the European Convention and principles provided by the Human Rights Act 1998. The application of this policy has no differential impact on any of the articles within the Act. However, failure as to its implementation would impact on the core duties and values of West Midlands Police (and its partners), to uphold the law and serve/protect all members of its community (and beyond) from harm.

6. FREEDOM OF INFORMATION (FOI).

- 6.1. Public disclosure of this policy document is determined by the Force Policy Co-ordinator on agreement with its owner. Version 0.1 of this policy has been GPMS marked as Not Protectively Marked.
- 6.2. Public disclosure does not automatically apply to supporting force policies, directives and associated guidance documents, and in all cases the necessary advice should be sought prior to disclosure to any one of these associated documents.

Which exemptions apply and to which section of the document?	Whole document	Section number
N/A		

7. TRAINING.

- 7.1. There is no specific training for West Midlands Police personnel; however those individuals with a specific involvement in Change and Release Management will have the relevant training courses detailed within their job specifications.

8. PROMOTION / DISTRIBUTION & MARKETING.

- 8.1. The following methods will be adopted to ensure full knowledge of the Policy:
 - Newsbeat
 - Intranet
 - Posters
 - Policy Portal
- 8.2. No uncontrolled printed versions of this document are to be made without the authorisation of the document owner.

9. REVIEW.

- 9.1. The policy business owner – Head of Information Management – maintains outright ownership of the policy and any other associated documents and in-turn delegate responsibility to the department/unit responsible for its continued monitoring.
- 9.2. The policy should be considered a 'living document' and subject to regular review to reflect upon any Force, Home Office/ACPO, legislative changes, good practice (learning the lessons) both locally and nationally, etc.
- 9.3. A formal review of the policy document, including that of any other potential impacts i.e. EQIA, will be conducted annually as indicated on the first page.
- 9.4. Any amendments to the policy will be conducted and evidenced through the Force Policy Co-ordinator and set out within the version control template.
- 9.5. Feedback is always welcomed by the author/owner and/or Force Policy Co-ordinator as to the content and layout of the policy document and any potential improvements.



CHIEF CONSTABLE

10. VERSION HISTORY.

Version	Date	Reason for Change	Amended/Agreed by.
0.1	29 Dec 2014	Initial Draft	Tom King/Stephen Lashley
0.1	10/02/2015	Policy approved by CC – added signature and policy ref no	56408 Couchman