

Change Management Policy

Version	Approval Date	Owner
1.3	September 28, 2017	Information Technology

1. Purpose

The purpose of this policy is to provide the internal structure for the HealthShare Exchange's (HSX's) IT Change Management Process.

IT Change Management is the process of requesting, analyzing, approving, developing, implementing, and reviewing a planned or unplanned change within the IT infrastructure. The Change Management Process begins with the creation of a Change Request within the company's selected technology platform. It ends with the satisfactory implementation of the change and the communication of the result of that change to all interest parties.

2. Scope

This policy applies to all HSX employees, contractors, members, participants, users, and third parties

3. Policy

All changes to IT services must follow a standard process to ensure appropriate planning and execution.

Changes will be categorized as a Standard change, a Significant change, or an Emergency change. Appropriate processes and levels of review shall be applied to each type of change commensurate with the potential of the change to disrupt operations.

It is the responsibility of the Change Control Manager to ensure that all areas under their direction have document processes that meet minimum standards, are reviewed annually, and are communicated to staff. The Change Control Manager serves as Change Authority by default and is ultimately responsible for ensuring that changes are made in a manner appropriate to their impact on operations.

Only authorized administrators are allowed to implement approved upgrades to software, applications and program libraries based on business requirements and the security implications of the release.

4. Procedures

The following procedures apply to HSX internal operations only

- Change Management Procedure

5. Enforcement

- HSX supervisors shall be responsible for ensuring that their staff comply with this policy.
- Each member, participant and third party shall be responsible for ensuring that their respective physicians, care managers and other staff follow this policy.
- The CISO shall be responsible for enforcing compliance with this policy under the direction of the President.
- The CISO and Privacy Officer shall be responsible for enforcing compliance with this policy under the direction of the President.
- The Privacy Officer shall be responsible for enforcing compliance with this policy under the direction of the President.
- The results and recommendations of the reviews are documented and approved by management.

6. Definitions

For a complete list of definitions, refer to the *Glossary*.

7. References

Policy Owner	Technical Operations	Contact	Brian.Wells@healthshareexchange.org
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Related Documents	Glossary		