Mass General Brigham

IS Change Management: Vendor Expectations

Importance of Information Systems Change Management at Mass General Brigham

Information Systems (IS) Change Management is a process based on IT Infrastructure Library (ITIL) principles. This process was designed and put in place to ensure that all technology changes are recorded, tested, accurately scheduled, reviewed, and properly approved prior to implementation. This process is critical to Mass General Brigham. Most of our technology changes could have a direct impact on the safety, security and well-being of our patients, our training programs and medical research that sustain the advancement of medicine, and our community. If there is an issue with the change when implemented, our Major Incident process can pinpoint what changed and when and then begin immediate resolution to restore service.

Vendor Responsibilities Making Changes to Our Production Environment

- Vendors must adhere to all Mass General Brigham IS Change Management processes and procedures when their software and hardware are utilized as part of our production environment, or other environments deemed to be critical to the infrastructure in our technology space. Vendors should work with their respective IS contact to ensure all IS Change Management processes and procedures are properly followed. If an IS contact is not yet identified, please contact changemanagement@partners.org.
- Vendors must work with Mass General Brigham IS personnel to notify them when maintenance or modifications of any kind are required in our enterprise or site-specific computing environments so that our personnel can properly coordinate the work and communications, if necessary, per our operational processes and procedures.
- All changes required on vendor-owned hardware and software will be scheduled, reviewed, and approved by our Change Advisory Board and covered on our morning calls on Changes of the Day (COD).
- Vendor changes are expected to be scheduled during off-peak hours; in most cases, peak hours are defined as between 7 am and 6 pm (Eastern Standard Time), Monday through Friday. Issues adhering to this requirement should be escalated to our Change Advisory Board.

Scope

For the purpose of this document, changes include the addition, modification, or removal of a supported service or a modification to any software application or associated hardware.

Documentation

Our IS Change Management process and procedure documentation can be provided to each vendor that makes such a request. This can include information on our process software solution, ServiceNow.

Failure to Comply with IS Change Management Process

Failure to comply will be reviewed on a case-by-case basis, and in the context of contractual agreements between the vendor and Mass General Brigham.