

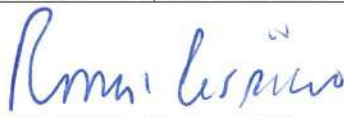


**PORT OF GUAM**  
ATURIDAT I PUETTON GUAHAN  
**Jose D. Leon Guerrero Commercial Port**  
1026 Cabras Highway, Suite 201, Piti, Guam 96925  
Telephone: 671-477-5931/35 Facsimile: 671-477-2689/4445  
Website: [www.portguam.com](http://www.portguam.com)



**Lourdes A. Leon Guerrero**  
Governor of Guam  
**Joshua F. Tenorio**  
Lieutenant Governor

## POLICY MEMORANDUM NO. 2022-GM04

To: <b>All Employees</b>	Subject: <b>IT Change Management Policy</b>
Effective Date: September 13, 2022	Revision Date:
Approved by:  <b>RORY J. RESPICIO, General Manager</b>	

### I. OVERVIEW

In order to maintain integrity, security and availability of Systems at the Port Authority of Guam (PAG), a mandatory change management policy is in place to control the required amendments, enhancements and changes to existing systems as well as the introduction of new services.

### II. PURPOSE

This policy defines the processes and procedures for PAG Information Technology (IT) Service Change Management requirements and is designed to minimize the risk and impact to PAG by ensuring that all changes are monitored, controlled and in compliance.

### III. SCOPE

Terminal Operating System (TOS) - NAVIS N4 and the Financial Management System (FMS) – Oracle JDE Enterprise One (E1) and new IT systems.

### IV. POLICY

#### A. Definition of a Change

1. PAG IT services defines a change as anything that alters, modifies or transforms the operating environment and/or standard operating procedures and has a potential to affect the stability and reliability of PAG IT Systems.

Changes that may be required include, but not limited to:

- User requests
- Vendor recommended/required changes

- Changes in regulations
- Hardware and/or software upgrades
- Hardware and/or software failures
- Changes or modifications to the infrastructure
- Environment changes
- Unforeseen events
- Periodic Maintenance
- Cyber Security and/or Federal mandate(s)

B. Policy Definition

There are three types of system changes:

- Minor – User Defined Code (UDC), setup changes, menu maintenance, report request, etc.
- Medium – Patches, Updates, Programming changes, upgrades, etc.
- Major/New Development – New system implementation and Major System upgrades.

C. Change Management Process

Minor:

- The user must submit an IT request form stating the reason and details for the change(s). The form must be signed by requester's department or division head.
- IT will process the change(s) on the Test (PY) environment first and have the requesting user test it.
- If the test is successful, IT will apply the change(s) in the Production (PD) environment.

Medium:

JDE E1

- Significant changes must be discussed with Finance and all affected Division Heads and/or team leaders to include Oracle Advance Customer Support (ACS) & Oracle Cloud Infrastructure (OCI).
- Upon agreement of the changes by respective parties, Oracle creates the program/changes/updates and packaged into a project, and ask IT to deploy it on the Development (DV) environment for testing.
- IT will deploy the project and inform Oracle and Team Leads to test in DV.
- If test is successful in DV, Oracle or IT creates a Request for Change (RFC) to promote the project to the PY environment.
- IT approves the schedule of deployment and communicates with the user to test the changes in PY.
- If successful in PY, Oracle or IT creates another RFC to deploy the changes in the PD environment.

#### TOS/NAVIS

- Any medium or significant changes must be discussed with Operations and all affected Division Heads (e.g. IT, Finance and/or Harbor Master's Office).
- Upon agreement of the changes by respective parties, IT will implement the changes in the TOS Test Environment (TE).
- Team leads will test the changes in the TE.
- If the test is successful in TE, IT will implement the changes in the TOS PD environment.

#### Major/New Development:

- IT will need to create a memo to the General Manager requesting to implement or perform major changes/upgrades to the system, stating the reason for the changes and the cost of the project/upgrade.
- Estimated costs must be processed and approved by Financial Affairs Controller for budget purposes.
- Depending on the cost, it may also require Board and PUC (Public Utilities Commission) approval.
- Once all requirements are completed, IT enters a requisition for the project.
- Procurement processes the requisition and a Purchase Order is created for the required scope of services.
- A Noticed to Proceed (NTP) memo or a signed purchase order will be forwarded to IT to proceed with the implementation.

**PORT AUTHORITY OF GUAM**  
**Information Technology Service**  
**Request Form rev3.1**

Log Number (FY-No.) \_\_\_\_\_

Please select services from the following:

Hardware	Repair	Application	Internet/Email	HR PROCESSING
( ) PC	( ) PC	( ) E1/Access	( ) Internet	( ) Promotion
( ) Portable	( ) Portable	( ) E1 Delegation	( ) Email	( ) Transfer
( ) Printer	( ) Printer	( ) E1 General	( ) Name Change	( ) Name Change
( ) UPS	( ) Typewriter	( ) Tariff		( ) New Employee
( ) Keyboard		( ) N4		
( ) Mouse		( ) N4 Billing	( ) OTHER	<div> PC (Personal Computer/Workstation)  Portable (Notebook/Lap Top)  UPS (Uninterruptable Power Supply) </div>
( ) Speakers		( ) XPS		
( ) External Storage				

Model: \_\_\_\_\_

PAG Tag #: \_\_\_\_\_

Serial # \_\_\_\_\_

Requested By: \_\_\_\_\_

Division/Section: \_\_\_\_\_

Module: \_\_\_\_\_

Menu#:\_\_\_\_\_

Selection #: \_\_\_\_\_

Date of Request:\_\_\_\_\_

Contact Number: \_\_\_\_\_

Division Head/Supervisor: \_\_\_\_\_  
Print Name / Signature

Description of Request: \_\_\_\_\_

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Date Completed: \_\_\_\_\_