



RISK MANAGEMENT INFORMATION SYSTEM CHANGE MANAGEMENT POLICY

August 31, 2023
Version: 1.0

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1.0 INTRODUCTION

1.1 PURPOSE

The primary objective of the RMIS Change Management Policy is to define the methodology and processes SORM uses to evaluate and implement requests for changes to its risk management information system (RMIS). The goal of the Change Process is to provide the most effective services to users by incorporating recommendations and feedback.

While SORM strives to accommodate requested changes from qualifying entities, all determinations about whether to implement a change are ultimately discretionary to SORM.

1.2 POLICY REVIEW

SORM may review and amend this policy as additional phases of the RMIS implementation are rolled out. To see changes made to this policy, view the [version history](#).

1.3 CHANGE REVIEW SCHEDULE

SORM will review requested changes from qualifying entities at least semi-annually. Additional review may occur more frequently, pursuant to SORM's business and operational needs.

SORM may require additional time to review or implement a requested change, depending on the scope and nature of the request.

2.0 SCOPE OF SORM POLICY

This policy applies to all users utilizing SORM's RMIS. Additionally, this policy applies to all SORM staff, including full/part-time employees, and paid or unpaid interns.

2.1 DEFINITIONS

RMIS Services – All data, applications, support, and functionality currently provided or supported by Origami Risk, LLC or other RMIS systems utilized by SORM.

Change Process – The procedures used by SORM to collect, evaluate, and implement requested system changes from qualifying entities.

2.2 QUALIFYING ENTITIES

Only qualifying entities are eligible to submit requested changes to SORM's RMIS services. The following are qualifying entities:

- a. Internal users
- b. External users
- c. Client-agencies
- d. Other approved governmental entities with licensed access to SORM's RMIS

SORM may amend its list of qualifying entities, if needed, to incorporate requested changes from other relevant sources.

2.3 SCOPE OF SERVICES

This policy applies to all RMIS services supported or provided by SORM. Major functionality of SORM's RMIS services includes, but is not limited to:

- a. Organizing and administering data to users
- b. Centralizing user information and facilitating the resolution of claims
- c. Providing user support and resources

2.4 PRIORITY AND NOTIFICATION

During evaluation, certain change requests may be given priority, even if received later than other requests. If a change request is denied, the requestor will be notified of the denial.

SORM will notify the requestor when an accepted change has been approved, scheduled, or implemented. SORM may also elect to notify additional users, depending on the nature of the request.

3.0 CHANGE PROCESS

Step 1: Formally Request a Change

Requests for a change in SORM's RMIS services can be initiated by any qualifying entity by submitting a completed [System Change Request Form](#) via email to origamilicensing@sorm.texas.gov. You will be asked to include the following information:

- Entity identification and contact information
- Description of your change request
- Change priority
- Goals and objectives of your change request

Step 2: Evaluation and Review

Once SORM receives a request, it will be evaluated at least semi-annually by the Change Management Council. The Council will be comprised of:

- Director of Project Management
- Director of Information Technology
- General Counsel
- Director of Legal Management
- Deputy Executive Director
- Other subject matter experts, depending on the nature of the requested change

SORM may gather information from other relevant stakeholders to better evaluate the costs and benefits of a requested change. All requested changes will be reviewed and evaluated pursuant to some or all of SORM's Change Management criteria, listed below:

- Urgency
- Wide-scale applicability
- Overall benefit to the system
- Amount and availability of resources necessary to implement the change
- Cost
- SORM's legal, business, and operational capacity

As a general rule, only the most significant or impactful requests are likely to be accepted.

Once a change has been approved, SORM will complete an internal business case outlining the approved change, and move towards scheduling.

Step 3: Scheduling a Change

The Director of Project Management, in consultation with other relevant SORM personnel, will schedule changes to RMIS services based on the following criteria:

- Urgency of the change
- Difficulty of implementing the change
- Hardship imposed on other users
- Resources and timeframe necessary to implement the change
- Cost

- SORM's business and operational needs

Some accepted change requests may be deemed obsolete due to other changes made to SORM's RMIS services.

Step 4: Implementation

Based upon the nature of a change, SORM will allocate available staff or resources to implementation. This may include staff or resources from Project Management, Information Technology, or other relevant departments. Implementation may require coordination with vendors or outside entities, and may be delayed due to factors beyond SORM's control.

When implementing a change, SORM will strive to minimize disruption of its RMIS services, and may delay implementation to lessen the hardship placed on other users.

Step 5: Post-Implementation Review

Once a change has been implemented, SORM may conduct a post-implementation review to evaluate whether a change has achieved the desired goals. Post-implementation review will occur on a case-by-case basis.

4.0 INFORMATION TECHNOLOGY SUPPORT

SORM's Information Technology department offers user support for its RMIS services. SORM's Information Technology department will support and administer:

- Password/Log-in credential support
- Troubleshooting support
- Misc. support for other RMIS functionality

For user support, contact the [SORM Service Desk](#).

Disclaimer: Requests for a system change submitted to the SORM Service Desk will not be processed. All system change requests must be submitted to origamilicensing@sorm.texas.gov.

4.1 License Changes

SORM's Information Technology department also administers license changes to users utilizing SORM's RMIS services. SORM's Information Technology department will support and administer:

- Requests for additional licenses
- Requests for terminating licenses
- Transferring licenses between users

To request a license change, contact the [SORM Service Desk](#).

5.0 VERSION

This table summarizes the major edits, i.e., edits affecting transition points, process changes, system changes, and/or role changes.

Version	Date	Responsible	Revision Summary
1.0	August 31, 2023	Jason Arrington, Policy Manager	Document Creation