

	<b>Office of the CIO</b>  <b>Network Support Procedures</b>	
<b>Subject:</b> Configuration Change Control	<b>NIST ID:</b> CM-3	<b>TEST ID:</b> FW-18

**Description:**

Configuration management procedures are in place.

**Procedure:**

Change requests are made via the state's OCIO helpdesk and recorded in the helpdesks ticket management system. Steps are as indicated:

1. A request is made using the Network Change Request Form found on the OCIO Help Desk website: <https://ciohelpdesk.nebraska.gov/user>. Requester is verified against the list of approved requestors.
2. Ticket is created and assigned to the appropriate Network Support team member for initial review.
3. Assignee calls back to verify data and requests any addition information. Gather as much information for the Network Change Request Review panel discussion as possible.
4. The Network Change Request Review panel meets to discuss requests with State Information Security Officer (SISO). All panel members and SISO have a chance to voice concerns.
5. Relevant Network Support team members begin design and implementation of request.
6. The assignee will then: verify configuration, document and then close ticket. Documentation will include but is not limited to resolution in ticket and listing subnets in IPAM, updating Wiki, Solarwinds and other relevant systems.

**Plan for Remediation:**

N/A