

Change Control Escalation Matrix

Information System and/or Product Line	Change Control Authority			
	Level 1: Low Risk Change (Technician, Engineer or Analyst)	Level 2 (Supervisor)	Level 3 (Manager)	Level 4: High Risk Change (Senior Manager)
Administrative Print Services	Desktop Support Supervisor	Team Lead, Financial & Administrative Systems	Manager, Infrastructure & Technology	CIO
Billing and Accounts Receivable System	Accounts Receivable Business Analyst	Team Lead, Financial & Administrative Systems, Manager, Patient Financial Services	Manager, Clinical & Administrative Systems	CIO, CFO
Billing and Claims Processing EDI	EDI Business Analyst	Team Lead, Financial & Administrative Systems; Supervisor, Claims Processing	Manager, Clinical & Administrative Systems; Manager, Patient Financial Services	CIO, CFO
Clinical Key Performance Indicators	Data Analyst	Senior Statistical Officer	Manager, Clinical and Administrative Systems	CIO, Director of Public Health, Director of Corporate Services, Medical Director
Clinical Print Services	Desktop Support Supervisor	Team Lead, Clinical Systems	Manager, Clinical & Administrative Systems	CIO
Data Backup and Restore Services	Systems Administrator		Manager, Infrastructure & Technology	CIO
Desktop Computers	Desktop Support Technician	Desktop Support Supervisor	Manager, Infrastructure & Technology	CIO

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Electronic Medical Record	EMR Clinical Systems Analyst	Two Nurse Managers or Supervisors and/or Physicians from the affected area	Manager, Clinical & Administrative Systems	CIO, Medical Director, CNO
Email, Calendaring, Contacts Management System	Systems Administrator		Manager, Infrastructure & Technology	CIO
Financial and Administrative Key Performance Indicators	Data Analyst	Team Lead, Financial & Administrative Systems;	Manager of Finance; Manager of Clinical and Administrative Systems	CFO, CIO, CEO
General Ledger and Accounts Payable	Financial Systems Analyst	Team Lead, Financial & Administrative Systems	Finance Manager	CIO, CFO
Health Information Management System		Team Lead, Clinical Systems, Team Lead; Financial & Administrative Systems	Manager, Clinical & Administrative Systems; Manager, Health Information Management	CIO, Director of Corporate Services
Human Resources System	To Be Named	Manager, Clinical & Administrative Systems	Manager, Human Resources	CIO, Director of Human Resources
Inpatient Pharmacy Management System	Pharmacy Business Analyst	Team Lead, Clinical Systems; Supervisor, Pharmacy; EMR Nurse Informaticist	Manager, Clinical & Administrative Systems	CIO, Medical Director
Internet Connectivity and Services	Systems Administrator		Manager, Infrastructure & Technology	CIO
Laboratory and Pathology Information System	Laboratory Clinical Systems Analyst	Manager, Laboratory Services	Manager, Clinical & Administrative Systems	CIO

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Local Area Network, all facilities	Systems Administrator		Manager, Infrastructure & Technology	CIO
Materials Management System	Materials Management Business Analyst	Team Lead, Financial & Administrative Systems	Manager, Materials Management; Manager, Clinical & Administrative Systems	CIO, CFO
Organizational Web Page	Public Affairs Officer			CIO, Director of Corporate Services
Outpatient Pharmacy Management System	Pharmacy Business Analyst		Manager, Pharmacy; Manager, Clinical & Administrative Systems	CIO, Medical Director
PACS	Systems Administrator		Manager, Infrastructure & Technology; Manager, Radiology Services	CIO
Patient Registration System	Registration Business Analyst	Team Lead, Financial & Administrative Systems; Manager, Patient Financial Services	Manager, Clinical & Administrative Systems	CIO, CFO
Patient Scheduling System	Scheduling Systems Analyst	Team Lead, Financial & Administrative Systems, Team Lead, Clinical Systems	Manager, Clinical & Administrative Systems, Two Nurse Managers or Supervisors and/or Physicians from the affected area	CIO, Medical Director, CNO
Personal and Shared network folders	Systems Administrator		Manager, Infrastructure & Technology	CIO

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Radiology Information System	Radiology Systems Clinical Analyst	Supervisor, Radiology Services	Manager, Clinical & Administrative Systems	CIO
Remote Access/Remote Desktop Computing	Systems Administrator		Manager, Infrastructure & Technology	CIO
Smartphone Services	Systems Administrator		Manager, Infrastructure & Technology	CIO
Telephone System and Switchboard	Systems Administrator		Manager, Infrastructure & Technology,	CIO; Director of Corporate Services
Wide Area Network	Systems Administrator		Manager, Infrastructure & Technology	CIO