

SOP number	<b>59.001</b>	Version	<b>1.0</b>
Title	<b>System: Modification To Existing Hardware And Software</b>		

Prepared by Signature	Charlie Mayor	Date
Approved by Signature	Chloë Cowan	Date
Released by Signature	Julie Brittenden	Date

SOP category	West of Scotland Safe Haven			
Staff category				
<b>Staff Category</b>	<b>R</b>	<b>A</b>	<b>C</b>	<b>I</b>
West of Scotland Safe Haven Manager		X		
All Safe Haven Staff	X			

## 1. Scope

This procedure applies to the Safe Haven within NHS Greater Glasgow and Clyde.

## 2. Purpose

The purpose of this Standard Operating Procedure (SOP) is to describe the procedures for implementing and documenting a modification to existing hardware and software within the Safe Haven.

## 3. Procedures

### 3.1. RCB Procedures

The RCB IT team will implement modifications and changes to all hardware, and certain software packages managed by the RCB.

#### 3.1.1. Reason for Change

Hardware can be modified if:

- An upgrade is required to improve performance.
- A peripheral device is added to improve functionality.
- The current system configuration requires alteration to allow it to be used for a different purpose.

Software can be modified if:

- An upgrade is released that will improve functionality or performance.
- The current software is no longer fit for purpose and is being replaced.
- New software items are required to meet the business needs of the Unit.

#### 3.1.2. Request for Modifications

Modification can be requested via e-mail to [RCBITSupport@stats.gla.ac.uk](mailto:RCBITSupport@stats.gla.ac.uk) or by direct request to the Director of Information Systems.

#### 3.1.3. Documenting Change

All modifications must be authorised and documented according to RCB SOPs and Guidelines.

### 3.2. NHS Procedures

The eHealth Directorate team will implement modifications and changes to software packaged managed by the NHS.

NHS Procedures are managed by eHealth Directorate and will cover all of the relevant areas as discussed in section 3.1.

### 4. Referenced documents

- N/A

### 5. Related documents

- N/A

### 6. Document history

Version	Date	Description
1.0		Migration to Glasgow Clinical Trials Unit QMS

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