


CHANGE MANAGEMENT POLICY		
<u>System:</u> Quality Management System	<u>Reference No, Revision No:</u> Q-F-IT-PO-03, Rev1	<u>Originated by:</u> IT Manager
<u>Revision Date:</u> 11.06. 2013	<u>Page No:</u> Page 1 of 7	<u>Authorized by:</u> Managing Director


CHANGE MANAGEMENT POLICY

APPLICABILITY

THIS MANUAL IS A COPY OF CHANGE MANAGEMENT POLICY AS UTILISED BY THE SWAZILAND ELECTRICITY COMPANY. IT IS INTENDED FOR THE PURPOSE OF UTILISATION AND APPLICATION BY CURRENT ACTIVE SWAZILAND ELECTRICITY COMPANY PERSONNEL.

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THE GENERAL MANAGER - FINANCE
SWAZILAND ELECTRICITY COMPANY
PO BOX 258,
MBABANE,
SWAZILAND

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<u>Revision Date:</u> 11.06. 2013	<u>Page No:</u> Page 2 of 7	<u>Authorized by:</u> Managing Director

1. Introduction

The Information Resources infrastructure at SEC is expanding and continuously becoming more complex. There are more people dependent upon the network, more client machines, upgraded and expanded administrative systems, and more application programs. As the interdependency between Information Resources infrastructure grows, the need for a strong change management process is essential.

From time to time each Information Resource element requires an outage for planned upgrades, maintenance or fine-tuning. Additionally, unplanned outages may occur that may result in upgrades, maintenance or fine-tuning.

Managing these changes is a critical part of providing a robust and valuable Information Resources infrastructure.

2. Purpose


The purpose of the Change Management Policy is to manage changes in a rational and predictable manner so that staff and clients can plan accordingly. Changes require serious forethought, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of Information Resources.

3. Audience

The SEC Change Management Policy applies to all individuals that require development of new or change of SEC business reports, programs, install, operate or maintain Information Resources.

3. Definitions

3.1 Owner: The manager or agent responsible for the function which is supported by the resource, the individual upon whom responsibility rests for carrying out the program that uses the resources. The owner is responsible for establishing the controls that provide the

CHANGE MANAGEMENT POLICY		
System: Quality Management System	Reference No, Revision No; Q-F-IT-PO-03, Rev1	Originated by: IT Manager
Revision Date: 11.06. 2013	Page No: Page 3 of 7	Authorized by: Managing Director

security. The owner of a collection of information is the person responsible for the business results of that system or the business use of the information. Where appropriate, ownership may be shared by managers of different departments.

3.2 Custodian: Guardian or caretaker; the holder of data, the agent charged with implementing the controls specified by the owner. The custodian is responsible for the processing and storage of information. For mainframe applications Information Services is the custodian; for micro and mini applications the owner or user may retain custodial responsibilities. The custodian is normally a provider of services.

3.3 Change Management: The process of controlling modifications to hardware, software, firmware, and documentation to ensure that Information Resources are protected against improper modification before, during, and after system implementation.


Change:

- any implementation of new functionality
- any interruption of service
- any repair of existing functionality
- any removal of existing functionality

3.4 Scheduled Change: Formal notification received, reviewed, and approved by the review process in advance of the change being made.


3.5 Unscheduled Change: Failure to present notification to the formal process in advance of the change being made. Unscheduled changes will only be acceptable in the event of a system failure or the discovery of security vulnerability.

3.6 Emergency Change: When an unauthorized immediate response to imminent critical system failure is needed to prevent widespread service disruption.

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<u>Revision Date:</u> 11.06. 2013	<u>Page No:</u> Page 4 of 7	<u>Authorized by:</u> Managing Director

4.0 Policy

- 4.1 Every change to an SEC Information Resources resource such as: operating systems, computing hardware, programs, business reports, networks, and systems applications is subject to the Change Management Policy and must follow the Change Management Procedures. A Change Request form must be filled and approved by the IT Manager.
- 4.2 All changes affecting computing environmental facilities (e.g., air-conditioning, water, heat, plumbing, electricity, and alarms) need to be reported to or coordinated with the leader of the project and approved IT Manager.
- 4.3 The IT Manager, will meet Systems Support Engineer regularly to review change requests and to ensure that change reviews and communications are being satisfactorily performed.
- 4.4 A formal written change request form must be approved by the Head of department and submitted to the IT Department for all changes, both scheduled and unscheduled.
- 4.5 All scheduled change requests must be submitted in accordance with change management procedures so that the Change Management Committee has time to review the request, determine and review potential failures, and make the decision to allow or delay the request.
- 4.6 Each scheduled change request must receive formal IT Management approval before proceeding with the change.
- 4.7 The IT Manager may deny a scheduled or unscheduled change for reasons including, but not limited to, inadequate planning, inadequate blackout plans, the timing of the change will negatively impact a key business process such as year-end accounting, or if adequate resources cannot be readily available. Adequate resources may be a problem on weekends, holidays, or during special events.
- 4.8 Customer notification must be completed for each scheduled or unscheduled change following the steps contained in the Change Management Procedures.
- 4.9 A Change Review must be completed for each change, whether scheduled or unscheduled,

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<u>Revision Date:</u> 11.06. 2013	<u>Page No:</u> Page 5 of 7	<u>Authorized by:</u> Managing Director

and whether successful or not.

4.10 A Change Management Form must be maintained for all changes. The log must contain, but is not limited to:

- Date of submission and date of change
- Owner and custodian contact information
- Nature of the change
- Indication of success or failure

4.11 All SEC information systems must comply with an Information Resources change management process that meets the standards outlined above.

12. Enforcement

Violation of this policy may result in disciplinary action which may include termination for employees and temporaries; a termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers; or suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of SEC Information Resources access privileges, civil, and criminal prosecution.


13. Supporting Documents

This Security Policy is supported by the following policy and laws:

- Q-C-ER-A-02 Recognition Agreement SESMAWU
- Q-C-ER-A-01 Recognition Agreement NESMASA
- Q-F-IT-F-02 Systems Change Request Form

14. Policy Support Contact


- IT Manager

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<u>System:</u> Quality Management System	<u>Reference No, Revision No:</u> Q-F-IT-PO-03, Rev 1	<u>Originated by:</u> IT Manager
<u>Revision Date:</u> 11.06. 2013	<u>Page No:</u> Page 6 of 7	<u>Authorized by:</u> Managing Director

- General Manager Finance

15. Amendment

This policy may be amended from time to time at the company's sole discretion, as and when it becomes necessary.

CHANGE MANAGEMENT POLICY		
System: Quality Management System	Reference No, Revision No: Q-F-IT-PO-03, Rev1	Originated by: IT Manager
Revision Date: 11.06. 2013	Page No: Page 7 of 7	Authorized by: Managing Director

SYSTEMS CHANGE REQUEST FORM
(Annexure A)

1.) SUBMITTER - GENERAL INFORMATION				
Type of Change Request	<input type="checkbox"/> Enhancement	<input type="checkbox"/> Defect	<input type="checkbox"/> New	
Program Type	<input type="checkbox"/> Program	<input type="checkbox"/> Patch	<input type="checkbox"/> Report	<input type="checkbox"/> Infrastructure
Employee Name				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	<input type="checkbox"/> Mandatory
Reason for Change				
Approval Signature			Date Signed	

2.) IT IMPLEMENTER - INITIAL ANALYSIS				
Estimated Impact				
Estimated Time				
Risk Impact	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	<input type="checkbox"/> Disastrous
Comments				
Recommendations				
Signature			Date Signed	

3.) IT Manager – DECISION				
Decision	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved with Conditions	<input type="checkbox"/> Rejected	<input type="checkbox"/> More Info
Decision Date				
Decision Explanation				
Conditions				
Approval Signature			Date Signed	