Change Control Policy

Purpose

The purpose of the [Company Name] Change Control Policy is to establish the rules for the creation, evaluation, implementation, and tracking of changes made to [Company Name].

Audience

The [Company Name] Change Control Policy applies to any individual, entity, or process that create, evaluate, and/or implement changes to [Company Name] .

Policy

* Changes to production [Company Name] **s** must be documented and classified according to their:
  + Importance,
  + Urgency,
  + Impact, and
  + Complexity.
* Change documentation must include, at a minimum:
  + Date of submission and date of change,
  + Owner and custodian contact information,
  + Nature of the change,
  + Change requestor,
  + Change classification(s),
  + Roll-back plan,
  + Change approver,
  + Change implementer, and
  + An indication of success or failure.
* Changes with a significant potential impact to [Company Name] **s** must be scheduled.
* [Company Name] owners must be notified of changes that affect the systems they are responsible for.
* Authorized change windows must be established for changes with a high potential impact.
* Changes with a significant potential impact and/or significant complexity must have usability, security, and impact testing and back out plans included in the change documentation.
* Change control documentation must be maintained in accordance with the [Company Name] Information Retention Schedule.
* Changes made to [Company Name] customer environments and/or applications must be communicated to customers, in accordance with governing agreements and/or contracts.
* All changes must be approved by the Owner, Director of Information Technology, or Change Control Board (if one is established).
* Emergency changes that require an immediate implementation (i.e. break/fix, incident response, etc.) may be implemented without following the formal change control process, but may not circumvent documentation requirements, even if documented after the change.

Definitions

See Appendix A: Definitions

References

* ISO 27002: 12.1.2
* NIST CSF: PR.IP-3
* [Company Name] Network Management Policy

Waivers

Waivers from certain policy provisions may be sought following the [Company Name] Waiver Process.

Enforcement

Personnel found to have violated this policy may be subject to disciplinary action, up to and including termination of employment, and related civil or criminal penalties.

Any vendor, consultant, or contractor found to have violated this policy may be subject to sanctions up to and including removal of access rights, termination of contract(s), and related civil or criminal penalties.

Version History

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| Version | Modified Date | Approved Date | Approved By | Reason/Comments |
| 1.0.0 | February 2018 |  |  | Document Origination |
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