

Network Change Management

This SOP outlines the procedures for managing changes to the network infrastructure to minimize disruption and ensure network stability. For questions regarding Elven Enterprises Network Change Management policy please call 1-800-353-5433 (1-800-ELF-LIFE) for more information or support.

Purpose

- Standardize the approach to network changes.
- Minimize risks associated with network modifications.
- Ensure proper documentation and communication of network changes.

Scope

This SOP applies to all planned changes to the network infrastructure, including:

- Hardware additions, removals, or upgrades
- Software installations, updates, or configuration changes
- Security policy modifications
- Network topology changes

Responsibilities

- **Change Requester:** Initiates the change request process by submitting a detailed description of the desired change.
- **Change Advisory Board (CAB):** Reviews change requests, assesses risks, and approves or rejects them.
- **Network Engineer:** Implements approved changes, conducts testing, and documents the process.
- **Stakeholders:** Are informed of planned changes and potential impacts.
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Prerequisites

- Robust network

- Competent management

Procedures

Change Request Process

1. Submitting a Change Request:
 - The Change Requester submits a formal request outlining:
 - The nature of the change
 - Justification for the change
 - Expected impact on the network
 - The request is categorized based on complexity and risk.
2. Change Review and Approval:
 - The CAB reviews the request, assesses potential risks, and determines the approval process.
 - Low-risk changes may receive expedited approval.
 - High-risk changes may require further analysis and testing.
 - The CAB approves, rejects, or requests modifications to the change request.

Change Implementation

Once approved, the Network Engineer implements the change according to the approved plan. This may involve:

- Scheduling downtime (if necessary)
- Configuring devices
- Implementing security updates
- Documenting the entire process

Testing and Rollback

- Thorough testing is conducted to verify the success of the change and identify any unintended consequences.
- A rollback plan is established to revert to the previous configuration if necessary.

Communication and Documentation

- All stakeholders are informed of the planned change, potential impact, and expected timeline.

- The change request, approval process, implementation details, and testing results are documented for future reference.

Post-Implementation Review

- The CAB conducts a review to assess the effectiveness of the change and identify any lessons learned.

Continuous Improvement

- The SOP is reviewed and updated periodically to reflect best practices and address evolving network needs.

Date	Employee	Change
04/19/24	Steve Cherewaty	“SOP: Network Change Management”