**Change Management Policy:**

**Document History**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Summary of Changes** |
| **1.0** | **10/01/2023** | **Document creation and  approval** |

**Review Distribution**

|  |  |
| --- | --- |
| **Name** | **Job Title** |
| **Sabrina Senat** | **CEO** |
| **Paul Evans** | **President** |
| **Sally McCarty** | **Vice-President** |
| **William Clay** | **IT Team Supervisor** |
| **Tony Roch** | **Printing Manager** |
| **Jack Johns** | **HR Manager** |
| **Maria Garcia** | **Financial Manager** |

**Document Approval**

|  |  |  |
| --- | --- | --- |
| **Version** | **Organisation** | **Position Date** |
| **1.0** | **IT Team** |  |

**Purpose:** The purpose of this policy is to establish a standard process for managing changes to ABC Technologies IT systems, infrastructure, and related processes.

**Scope:** This policy applies to all changes to ABC Technologies IT systems, infrastructure, and related processes, including but not limited to hardware, software, networking, security, and business processes (Biswas, 2020).

**Introduction:**

A change management policy is a set of guidelines that outlines how ABC Technologies will handle and manage changes to its systems, processes, and technologies. This policy is designed to ensure that changes are implemented in a controlled, coordinated, and consistent manner, and that they do not disrupt the operation of the company or negatively impact its stakeholders (ISO, 2013).

**Principles:**

* All changes to ABC Technologies IT systems, infrastructure, and related processes must be documented and submitted for review and approval before they are implemented.
* Changes to ABC Technologies IT systems, infrastructure, and related processes must be thoroughly tested and evaluated before they are implemented in a production environment.
* Changes to ABC Technologies IT systems, infrastructure, and related processes must be coordinated with the appropriate IT and business stakeholders to ensure that they do not disrupt business operations or negatively impact other systems or processes.
* ABC Technologies IT team must maintain a change log that documents all changes to the organisation's IT systems, infrastructure, and related processes, including the date of the change, the reason for the change, and the impact of the change.
* ABC Technologies IT team must establish and follow a formal change management process that includes procedures for reviewing, approving, testing, and implementing changes to the organisation's IT systems, infrastructure, and related processes.
* ABC Technologies IT team must establish and follow a formal process for managing emergency changes, which are changes that must be made immediately in response to a critical issue or incident. Emergency changes must be documented and reviewed as soon as possible after they are implemented.

(Biswas, 2020)

**Disciplinary Consequences:**

* Any suspected or actual breach of this policy needs to be reported to vice-president, president or CEO of ABC Technologies through a suitable channel. Appropriate action must then be taken by the vice president, president or CEO where they will take appropriate action and involve any relevant external and internal authorities.
* Compliance of this policy must be followed else disciplinary action will be taken in accordance with relevant process.

(Buckinghamshire New University, 2015).

**Responsibilities:**

**IT Team responsibilities:**

* Establish a process for managing changes ABC Technologies systems and infrastructure, such as a change advisory board (CAB) or change management team.
* Identify and assess the risks associated with proposed changes, including potential impacts on ABC Technologies operations and security.
* Establishing clear guidelines for the submission, review, and approval of change requests, including roles and responsibilities for different stakeholders.
* Communicating change management procedures clearly to all employees, including guidelines for submitting change requests and the process for review and approval.
* Keeping accurate records of all changes, including the date, time, and details of the change, who requested it, and who approved it.
* Developing procedures for testing and implementing changes to minimise disruption to ABC Technologies operations and ensure the changes are successful.

(Harvey, 2020)

**Change manager:**

* Oversee change management activities within a structured process framework.
* Develop a strategic approach to managing change and supporting operations within the domain of change management.
* Assess the impact of changes and ABC Technologies readiness to limit potential risk.
* Providing training and communication support as part of the change management process, including designing or delivering specialised training resources to appropriate users.
* Identifying and evaluating risks associated with change and providing actionable guidelines to minimise impact.
* Analyse resistance to change at the user, process, and technology level.
* Manage ABC Technologies change portfolio, to ensure successful adoption of changes.
* Authorise minor change requests and coordinating with the Change Advisory Board for changes with higher risk.
* Conduct post-implementation reviews to evaluate the decisions and performance related to the change request.

(Harvey, 2020)

**Training and audit:**

* Provide training to employees on the change management process and the importance of following it.
* Keeping accurate records of all changes, including the date, time, and details of the change, who requested it, and who approved it.
* Reviewing the change management policy regularly and updating it as necessary to ensure it remains effective and relevant.
* Ensuring that changes are compliant with the relevant laws, regulations, and standards.
* Making sure that changes are communicated to the relevant stakeholders, including IT and business teams, in a timely manner.

(Harvey, 2020)

**Key Outcomes:**

* **Reduced risk:** Identifying and assessing the risks associated with proposed changes, ABC Technologies can take steps to minimise the potential impact on operations and security.
* **Improved communication:** Clear guidelines for the submission, review, and approval of change requests help to ensure that all stakeholders are informed and involved in the change management process.
* **Increased efficiency:** Establish a consistent and streamlined process for managing changes, ABC Technologies can reduce the time and resources required to implement changes.
* **Enhanced compliance:** Ensuring that changes are compliant with relevant laws, regulations, and standards, ABC Technologies can avoid costly fines and penalties.
* **Increased reliability:** Testing and implementing changes in a controlled manner, ABC Technologies can minimise the likelihood of errors and reduce the risk of service disruptions.
* **Better incident management:** Keeping accurate records of all changes can aid in incident response and investigations.
* **Improved performance and adaptability:** Keeping ABC Technologies systems and infrastructure updated and aligned with business needs, ABC Technologies can improve performance and adapt to changing business conditions.

(LANDOLL, 2020)

**Related policies:**

* **Configuration management policy**: This policy outlines the procedures for managing and controlling changes to ABC Technologies systems and technologies, including version control and documentation requirements.
* **Incident management policy**: This policy outlines the procedures for responding to and resolving incidents or problems that may arise as a result of changes to ABC Technologies systems or processes.
* **Risk** **management policy**: This policy outlines the procedures for identifying and assessing the risks associated with changes to ABC Technologies systems or processes, and for implementing measures to mitigate these risks.
* **Service level management policy**: This policy outlines the requirements for maintaining service levels and minimising the impact of changes to ABC Technologies stakeholders, such as customers and partners.
* **Testing policy**: This policy outlines the procedures for testing changes to ABC Technologies systems or processes before they are implemented, in order to ensure that they are functioning as intended.

(Biswas, 2020)