Purpose: The purpose of this Change Management Policy is to provide a structured and consistent approach to managing changes in order to minimize the impact of change-related incidents and disruptions to the organization's operations and services.

Scope: This policy applies to all changes made to the organization's hardware, software, network, infrastructure, applications, and services, including changes made by internal and external parties.

Policy Statement:

1. Change Management Process: Changes will be managed through a formalized Change Management process, which includes the following steps:

* Request: All change requests must be submitted in writing, using the approved change request form, and submitted to the Change Management Team.
* Assessment: The Change Management Team will assess the change request to determine its potential impact, including risk, cost, and resource requirements.
* Approval: All changes must be approved by the Change Advisory Board (CAB) or its designated representative, based on the potential impact and urgency of the change.
* Implementation: Changes will be implemented according to the approved plan and within the agreed-upon time frame.
* Monitoring: All changes will be monitored and tracked to ensure that they have been completed successfully and that any related issues have been resolved.

1. Change Advisory Board: The Change Advisory Board (CAB) will be responsible for reviewing and approving changes. The CAB will consist of representatives from relevant departments or stakeholders and will meet regularly to review and assess proposed changes. The CAB will be responsible for ensuring that all changes are evaluated, approved, and implemented in a timely and efficient manner.
2. Change Categories: All changes will be classified according to their potential impact and urgency. The following change categories will be used:

* Standard Change: A change that has a low level of impact and can be implemented without the need for CAB approval.
* Emergency Change: A change that must be implemented immediately to address an urgent situation, such as a service outage or security breach.
* Normal Change: A change that has a moderate level of impact and requires CAB approval.
* Major Change: A change that has a significant impact on the organization and requires CAB approval.

1. Communication: All stakeholders will be notified of any changes that may impact their operations or services. This includes communication about the nature of the change, the expected impact, and any necessary actions that may need to be taken.
2. Documentation: All changes will be documented, including the change request form, the change assessment, the approval decision, the implementation plan, and the monitoring results. This documentation will be maintained in a centralized repository for future reference.
3. Training: All employees involved in the Change Management process will receive appropriate training to ensure that they understand their roles and responsibilities, as well as the overall process and procedures.
4. Continuous Improvement: The Change Management process will be continuously reviewed and improved to ensure that it remains effective and efficient, and that it meets the changing needs of the organization.

Enforcement: Any violation of this policy may result in disciplinary action, up to and including termination of employment or legal action.