NexaCore Solutions Change Management Policy (CMP)

Department: Operations (Governed by Change Advisory Board - CAB)
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1. Policy Overview

This policy defines the process for managing all changes to the NexaCore production environment, infrastructure, and core business systems. The goal is to minimize risk, reduce service disruptions, and ensure the integrity of our AI-driven automation platform.

2. Definitions

- **Change:** Any modification, addition, or removal of hardware, software, documentation, or procedure that could affect IT services.
- **Change Request (CR):** The formal documentation of a proposed change.
- **Change Advisory Board (CAB):** A cross-functional group (Ops, R&D, Security, Product) responsible for reviewing and approving high-risk changes.
- **Change Freeze:** A period where non-critical changes are suspended (e.g., during major product launches or peak season).

3. Change Categories and Approval

All changes must be classified into one of three categories:

Category	Description	Approval Required	Examples
Standard	Pre-authorized, low-risk changes with established procedures.	Automated (Peer Review)	Applying a standard OS security patch; adding a new user account.
Normal	Requires assessment, scheduling, and formal approval.	CAB Review and Approval	New feature deployment; upgrading a database version; modifying load-balancer

			rules.
Emergency	Required to resolve a P0 or P1 incident immediately.	IC Approval (Post-change review mandatory)	Immediate rollback of a failed deployment; patching a zero-day vulnerability.

4. Normal Change Request Workflow (7 Steps)

1. **Submission:** Submitter creates a detailed CR, including: **Scope, Business Justification, Detailed Implementation Plan, Backout Plan, and Expected Impact.**
2. **Assessment:** CR is evaluated for risk (Likelihood x Impact) by the Ops team.
3. **CAB Review:** The CR is presented at the weekly CAB meeting. The CAB either **Approves, Rejects, or Defers** the change.
4. **Scheduling:** Approved changes are scheduled for the next appropriate **Change Window** (Standard Window: Tuesday/Wednesday, 01:00 - 05:00 AST).
5. **Implementation:** Change is executed strictly following the Implementation Plan.
6. **Verification:** Post-implementation checks are executed to confirm service function and stability.
7. **Closure:** CR is closed with documentation of success or failure.

5. Backout Planning

Every **Normal** and **Emergency** change **MUST** include a documented, tested **Backout Plan**. The backout plan must restore service to the state immediately preceding the change. The estimated time to execute the backout plan (MTTB) must be less than the expected MTTR for the change's highest potential failure impact.