

1.1 Changes are authorized, tested and approved

Changes are authorized

1. Change Request (CR) form is submitted to the CorpLaw Development Team mailbox.
 - a. All CR forms are sent from Harvey Jones, head of the Legal Department, who authorizes the CR form.
2. CorpLaw development team will review the request and approve it for feasibility.

Changes are tested and approved

1. Once done in the CorpLaw DEV environment, the change is moved to QA, where the requestor performs User Acceptance Testing.
2. Requestor validates change and provides approval.
3. CR is then marked as "Ready for Implementation" and sent to the Implementor, Rex Jones.
4. Rex migrates the change from the QA environment to the Prod environment.
5. The requestor tests the change to confirm it meets the requirement. If so, the ticket is closed. If not, further investigation is required.

1.2 Emergency changes are approved within 24 hours of implementation

Same process as 1.1 with a few nuances:

- Instead of the Change Advisory Board (CAB) approval, approval is first provided by IT Director Scott Trist within 24 hours of the change's implementation. Then, CAB approval is given within five days of implementation.

1.3. Segregation of Duties

Developers and Implementers are managed by a role in the system called "CorpLawDev" for developers and "CorpLawImp" for implementers. Users in both groups should be unique, and no one should have access to both, as developers and implementers should be different. To test operating effectiveness, compare lists to identify if both lists of users are unique and if no users with access to the development role have access to the implementer role.