

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

ISSUING ORG. **INFORMATION TECHNOLOGY,
COMMUNICATIONS OPERATIONS DEPARTMENT**

SUBJECT **IT CHANGE MANAGEMENT**

GI NUMBER **299.222** Approved

ISSUE DATE
March 2010

REPLACES
NEW

APPROVAL
HKA

PAGE NO.
1 OF 4

CONTENT:

This General Instruction (GI) outlines the IT Change Management necessary guidelines to manage changes in a rational and predictable manner so that staff and clients can plan accordingly. Changes require serious forethought, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of IT resources. This GI includes:

- 1.0 Purpose
- 2.0 Scope
- 3.0 Definitions
- 4.0 Policies
- 5.0 Violations

1.0 PURPOSE

The purpose of this policy is to communicate IT Change Management's intent that any direct or indirect changes to IT production infrastructure be managed and implemented in a way that minimizes risk and impact to the company. For purposes of this policy, a change is defined as anything that transforms, alters, or modifies the operating environment or standard operating procedures that have the potential to affect the stability and reliability of IT production infrastructure and disrupt the business of the company. A change, as defined by this policy, can be planned or unplanned. All changes to IT production systems are required to follow the established IT Change Management Policies, Processes and Procedures. Changes to IT production infrastructure must be subject to a formal change management process that ensures or provides for a managed and orderly method by which such changes are requested, approved, communicated prior to implementation, logged and tested

2.0 SCOPE

This GI covers changes to IT production systems (hardware, software, applications, facilities and network environment) upon which any functional unit of the company relies on, in order to perform its normal business activities. Power sources supporting these systems are also included.

3.0 DEFINITIONS

- 3.1 Technical Change Coordinator (TCC) – The Department's technical authority that reviews and approves change requests.
- 3.2 Master Change Coordinator (MCC) – The highest authority that performs the final review of change requests in order to have them approved and scheduled.
- 3.3 Change – Any alteration to the state or configuration of any production software or hardware under IT management and support. This would include adding new functionality, modifying, repairing or removing functionality. Also, any change to the power systems feeding the IT infrastructure.
- 3.4 Change Request (CR) – Used to document details and approvals of a request for a change, which is sent as an input by the Change Requestor to IT Change Management and all involved Technical Change Coordinators (TCCs).
- 3.5 Change Management – The process of controlling modifications to hardware, software, applications, facilities and network environment, to ensure IT resources are protected against improper modification during and after system implementation.
- 3.6 Change Advisory Board (CAB) – Group of designated individuals that represent business entities who meet regularly to discuss and authorize change requests.
- 3.7 Scheduled Change (Planned) – Formal notification received, reviewed and approved through the review process in advance of the change being made.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

ISSUING ORG. **INFORMATION TECHNOLOGY,
COMMUNICATIONS OPERATIONS DEPARTMENT**

SUBJECT **IT CHANGE MANAGEMENT**

GI NUMBER **299.222** Approved

ISSUE DATE
March 2010

REPLACES
NEW

APPROVAL
HKA

PAGE NO.
2 OF 4

- 3.8 Unscheduled Change (Planned/Unplanned) – Failure to present notification to the formal process in advance of the change being made.
- 3.9 Service Affecting Change – Impacts service delivery such as all shared hardware, systems software, application software, or procedural changes which could impact the infrastructure, and possibly impacts production services.
- 3.10 Non-Service Affecting Change – This is a change that proves to be of no impact on the service delivery, such as weekly routine jobs and new installations.
- 3.11 Emergency Change (Unplanned) – A change that does not present notification to the formal process in advance of implementation. An emergency change is the result of a system failure, a potential system failure or the discovery of security vulnerability. Assessment and approval for such change will take place post implementation.
- 3.12 Project Change Requests – This type of CR is used to correlate changes (Service affecting and Non-service affecting) such as a set of changes for a particular project. Project changes are not considered routine weekly/monthly work.
- 3.13 Post Implementation Review (PIR) – A standard method to follow up with the change owner and/or customer on the results of a change request.

4.0 POLICIES

- 4.1 A change request can be for a global (companywide) or a specific location (e.g., area, city, bldg., etc...), and has to specify the system(s) (e.g., server, router, switch, etc...), applications (e.g., SAP, proxy, Remedy, etc...) and affected services.
- 4.2 A change request must have the implementation plan, back-out plan, test plan, risk assessment, post implementation and users' notification documents attached, and all required assessment fields filled.
- 4.3 Emergency, global, international, and users/assets affecting change requests must be nominated as morning report items
- 4.4 Any post approval modification in the change request must be coordinated through the Master Change Coordinator (MCC).
- 4.5 A change request must be put on "HOLD" with an update in the comments log in case a technical/master change coordinator requires more assessment.
- 4.6 Change supervisors or task implementers must not start the implementation until the change request is approved and scheduled with the exception of a change request that is classified as "Emergency".
- 4.7 A Service Affecting change must not be implemented during prime time or office hours, except with proper justification, proponent concurrence and a Department Head (Manager) approval.
- 4.8 Modifications to the change request must be documented in the work log activities.
- 4.9 A justification must be provided in the approval comment/work log activity when the change is rejected or approval process is cancelled.
- 4.10 Any non-Emergency change request reaching the MCC after implementation will be rejected.
- 4.11 All change participants must close their assigned tasks and change requests within 24 hours after implementation.
- 4.12 One representative from every TCC discipline must attend the weekly CAB meeting.
- 4.13 Any extension of change duration while being implemented must be linked with an emergency change request.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

ISSUING ORG. **INFORMATION TECHNOLOGY,
COMMUNICATIONS OPERATIONS DEPARTMENT**

SUBJECT **IT CHANGE MANAGEMENT**

GI NUMBER **299.222** Approved

ISSUE DATE
March 2010

REPLACES
NEW

APPROVAL
HKA

PAGE NO.
3 OF 4

- 4.14 The change implementer and/or supervisor will be responsible for planning to replicate changes to applicable and corresponding Disaster Recovery (DR) systems/equipment.
- 4.15 Standard Risk Assessment Rating Guidelines must be followed and documented when change requests are risk ranked.
- 4.16 Each change request in the Change Management Documenting System must have start and end date and time to reflect Time Spent to Resolve.
- 4.17 Change Requester must not be the same individual as the Change Supervisor in compliance with the segregation of duties principle.
- 4.18 The Change Supervisor is responsible for identifying approximately the number of users impacted or by location.
- 4.19 The Change Supervisor is responsible for required communication and announcements for emergency changes, where applicable.
- 4.20 No change request can be closed before inputting a justification if the planned duration for the change was exceeded. Any extension of the change duration while being implemented must be documented and communicated to justify the overrun.
- 4.21 A Change request must be in the Master Change Coordinator (MCC) basket at least (24) hours or (8) business hours after the approval of the last Technical Change Coordinator (TCC) for assessment and approval prior to the actual implementation time. The 24 hours is excluding Weekends and Holidays.

5.0 VIOLATIONS

Violating this GI, or the promulgated policies, processes, and/or procedures may result in disciplinary actions that can be classified as follows:

5.1 Violation will be issued when:

- 5.1.1 An Unscheduled work carried out without a Change Request or prior to obtaining the Master Change Coordinator's (MCC) approval, excluding emergency change requests that meet the above Emergency Change Request definition.
- 5.1.2 Approved Change Request was implemented before or after the actual implementation date and time.
- 5.1.3 An Emergency Change request was initiated and implemented but did not meet the above Emergency Change Request definition.
- 5.1.4 A Non-Service Affecting Change that turns into a Service Affecting Change due to poor change assessment/implementation by the Change Supervisor.

5.2 First three department violations within a calendar year:

In this case, for each committed violation, a violation report will be sent to the change supervisor's Department Head.

5.3 Four or more department violations within a calendar year:

- 5.3.1 For each committed violation, a violation report will be sent to the IT Admin Area Head copying the proponent's Department Head.
- 5.3.2 If the violating department is non-IT, the report will be sent to the violating Department's Admin Area Head copying the IT Admin Area Head and the proponent's Department Head.
- 5.3.3 The annual violation counter for the Department will be reset to zero at the end of each calendar year.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)
GENERAL INSTRUCTION MANUAL

ISSUING ORG. **INFORMATION TECHNOLOGY,
COMMUNICATIONS OPERATIONS DEPARTMENT**

SUBJECT **IT CHANGE MANAGEMENT**

GI NUMBER **299.222** Approved

ISSUE DATE
March 2010

REPLACES
NEW

APPROVAL
HKA

PAGE NO.
4 OF 4

For operational details, please refer to the IT Change Management Policy, Process & Procedure Manual by [clicking here](#).

Date

Concur:

Manager, Communications Operations Department

Date

Approve:

Executive Director, Information Technology