

Change Management Policy

DOCUMENT OWNERSHIP AND APPROVAL

Change Management Team:

- Leads the development of the Change Management Policy.
- Ensures that the policy aligns with industry standards and best practices in change management.
- Collaborates with relevant stakeholders to identify change-related risks and necessary controls.

Chief Technology Officer (CTO):

- Provides final technical approval of the Change Management Policy.
- Ensures alignment with the organization's IT strategy and objectives.
- Oversees the implementation of the policy across IT infrastructure and systems.

1. Scope

This policy applies to all employees, contractors, and third-party vendors involved in initiating, evaluating, approving, implementing, or managing changes within company. It encompasses changes to hardware, software, infrastructure, applications, configurations, processes, and procedures.

2. Policy Statements

2.1 Change Categories

Changes will be categorized based on their impact, urgency, and complexity, using the following criteria:

- **Impact:** The potential consequences of the change on business operations, systems, data, and stakeholders.
- **Urgency:** The timeframe within which the change needs to be implemented to address business needs or mitigate risks.
- **Complexity:** The level of technical difficulty, resource requirements, and interdependencies associated with implementing the change.

2.2 Change Prioritization

2.2.1 Changes will be prioritized based on their impact and urgency to ensure that resources are allocated effectively and critical business needs are addressed promptly.

2.2.2 Priority levels will be assigned to changes using a standardized prioritization matrix or scale agreed upon by relevant stakeholders.

2.3 Change Categorization Criteria

2.3.1 Impact Categories:

- **Minor:** Changes that have minimal impact on business operations, systems, or data, with localized or negligible consequences.
- **Moderate:** Changes that have noticeable but manageable impacts on specific areas or processes, requiring some adjustments or precautions.
- **Major:** Changes that significantly affect business operations, systems, or data, potentially requiring significant resources and mitigation efforts.

2.3.2 Urgency Categories:

- **Low:** Changes that can be implemented within a reasonable timeframe without immediate urgency or critical business need.
- **Medium:** Changes that have moderate urgency, requiring implementation within a defined timeframe to address specific business needs or opportunities.
- **High:** Changes that require immediate implementation to address critical business needs, security vulnerabilities, or regulatory requirements.

2.3.3 Complexity Categories:

- **Simple:** Changes that involve straightforward tasks, minimal dependencies, and well-defined implementation plans.
- **Moderate:** Changes that require coordination across multiple teams or systems, with some technical complexity and resource requirements.
- **Complex:** Changes that involve intricate technical tasks, significant interdependencies, and extensive resource commitments.

2.4 Submitting the change request form

1. Complete a Change Request Form. This form and information about how to complete it can be found on company's site .
2. Enter as much detail as possible in the 'Request details' section.
3. Once the form has been completed, email it to Security Department. They'll log the form and pass it to the Change Management Controller, so that the change can be scheduled.

Review The Specification

The Change Request Form will be reviewed by the Change Management Controller who'll:

- gather additional information
- add department managers deemed to be affected
- arrange meetings

Then the Change Management Controller creates a specification detailing exactly what's being changed, which is sent to all stakeholders. The specification should incorporate all the requirements:

1. The change stakeholders carefully review the specification to ensure that all the requirements and their particular interests are covered.
2. The change stakeholders will need to approve the specification by email.

The Change Management Controller will also discuss what the appropriate change rating should be with all the stakeholders. The change rating indicates the level of compliance required by the change and the priority that the change is being given.

3.1 Change Management Process

3.1.1 All proposed changes must be submitted using the designated change request form/template, providing details such as the nature of the change, rationale, potential impacts, resources required, and implementation plan.

3.1.2 Changes will be evaluated based on predefined criteria, including but not limited to: impact on business operations, potential risks, resource requirements, regulatory compliance, and alignment with strategic objectives.

3.1.3 Changes will undergo a thorough assessment, including impact analysis and risk assessment, to determine the potential consequences and necessary mitigation measures.

3.1.4 Authorized changes will be prioritized, scheduled, and assigned to responsible individuals or teams for implementation.

3. Change Scheduling: Changes with a significant potential impact to company's Information Resources must be scheduled. Authorized change windows must be established for changes with a high potential impact.

- **Change Timetable:**
 - **Normal Changes:** Normal changes must be submitted from 6:00 am. to 9:00 am. Or at non-working days.

- **Emergency Changes:** Emergency changes may be implemented immediately in response to critical incidents. However, they must complete the change control process retroactively within the shortest feasible timeframe.

3.1 Notification: Information Resource owners must be notified of changes that affect the systems they are responsible for.

3.2 Change Implementation

3.2.1 Changes will be implemented following approved change plans and procedures, ensuring adherence to quality standards, best practices, and regulatory requirements.

3.2.2 Implementation activities will be carefully coordinated and communicated to stakeholders to minimize disruptions to business operations and mitigate potential risks.

3.2.3 Change implementation progress will be monitored and documented, with any deviations or issues promptly reported and addressed through established escalation channels.

3.3 Change Documentation and Records Management

3.3.1 Comprehensive records of all change requests, approvals, implementations, and reviews will be maintained in a centralized Change Management System or repository.

3.3.2 Change documentation will include detailed descriptions of changes, associated risks, approvals, implementation steps, test results, and post-implementation reviews.

4. Roles and Responsibilities

1. Change Initiator:

- Assess and categorize proposed changes based on predefined criteria and guidelines outlined in the Change Management Policy.
- Complete the designated change request form/template, providing comprehensive details such as the nature of the change, rationale, potential impacts, resources required, and implementation plan.
- Submit change requests within the specified timeframe, ensuring accuracy and completeness of information.

2. Change Approval Authorities (CAAs):

- Review and validate change categorization performed by change initiators to ensure alignment with organizational priorities and objectives.
- Assess the potential impact, urgency, and complexity of proposed changes to determine appropriate prioritization and allocation of resources.
- Approve changes based on their assessed impact, urgency, and complexity, ensuring adherence to established policies and procedures.

3. Change Management Controller:

- Receive and review submitted change request forms/templates.
- Gather additional information as needed to complete the change specification.
- Schedule meetings with relevant stakeholders to discuss change specifications and requirements.
- Create a detailed change specification document outlining the proposed changes, impact, urgency, and complexity, and distribute it to all stakeholders for review and approval.

4. Information Resource Owners:

- Be notified of changes that affect the systems they are responsible for.
- Review change specifications to ensure that all requirements and specific interests are adequately addressed.
- Provide approval for change specifications, indicating agreement with proposed changes and associated ratings.

5. All Employees, Contractors, and Third-party Vendors:

- Adhere to the Change Management Policy and procedures when initiating, evaluating, approving, implementing, or managing changes within [Organization Name].
- Submit change requests within the specified timeframe and provide accurate and complete information.
- Participate in change review and approval processes as required.
- Notify Information Resource Owners of any changes that may affect their systems or responsibilities.

5. Compliance and Enforcement

5.1 Compliance with this policy is mandatory for all employees, contractors, and third-party vendors involved in change categorization activities within organization.

5.2 Violations of this policy may result in corrective action, up to and including retraining, suspension, or termination of employment or contract, in accordance with organization's disciplinary procedures.