Cyber Tree Systems
A Business IT Solution Company

POLICY NAME	Procedure Document Change Control		
DATE OF LAST REVISION:	9/4/2003	VERSION NO.	1.43
ADMINISTRATOR RESPONSIBLE	Kevin McKnight		

Applicable Parties

This document is strictly confidential and should only be distributed or viewed by the following parties:

- CTS Designated Associates
- CTS Regional Employees
- CTS Management Team
- CTS Auditing Team

Review Period

This document is subject to review by the Information Security Policy Committee (ISPC) at a minimum interval of quarterly (every 3 months) at a maximum interval of bi-annually (every 6 months)

Purpose

The purpose of this procedure is to provide guidance to all members of the CTS organization on how to implement the CTS Change Control Policy

Scope

- Applicability

    This procedure serves as a standard of performance and applies to all CTS employees and affiliates at all CTS facilities and locations worldwide.

- Ownership

    This procedure is under the direct control of the CTS Corporate CIO with input from the corporate change control manager and other members of management with interest in the program.

    This procedure is promulgated by the CTS Change Control Committee (hereafter CCC) as defined in the CTS Policy ISSP Change Control.

Change Request Process

- Types of Change

    The types of change and how they are reported is defined in the CTS Policy ISSP Change Control.

- Change Journal

The official record of change is the change journal. All changes, regardless of type or declaration of a period of rapid change, will be entered into the change journal. The entry in the change journal must be completed prior to or at the same time as the preparation of a Change Request Form (if one is required).

- Completing the Journal

    Carefully read and follow the directions embedded in the Change Journal as to how to complete all of the fields found in the Change Journal.

- Form Completion

    All business before the CCC, whether to seek approval or to notify the CCC of Emergency Change, will be accomplished using the CTS Change Request Form. All change requests or reports will be reported and recorded using this form except for provisions noted in the ISSP regarding periods of rapid change.

    The change request form shall be filled out with exception to the fields specifically designated for 'Management Approval'.

    For all non-emergency changes, the roll-back portion of the form must be addressed properly and completely. If a roll-back plan is deemed unnecessary for the change, provide a business-driven statement as to the particulars in place of the plan. If not completed, the request will likely face rejection.

    For all emergency changes, the roll-back portion of the form must provide a business-driven statement to justify the emergency change. If not completed, the request will face likely penalties.

- Change Control Number

    Each regional office will assign change control numbers to all change requests (regular or emergency). This change control number must accompany all reporting and logging events regarding the matter of interest throughout all process implementation and reporting stages. Create the number as follows:

    - The prefix "CCN"

    - A dash

    - Your region letter designation as assigned.

    - A dash

    - The letter "R" if this is routine change that will appear on the agenda of the CCC for prior approval, or the letter "E" if this is an emergency change or a change made in a declared period of rapid change

    For example, a valid change control number might look like "CCN-J-E-1001."

- Location

The change request form template shall be made available to all employees expected to need them in the course of their assigned duties.

- Format

    The change request form, when submitted via electronic means shall be submitted as a .PDF file type.

- Completing the Form

    Carefully read and follow the embedded directions as to how to complete all of the fields found on the Change Control Request Form.

- Form Scope

    o Multiple Changes, Same Category

        If multiple changes for the same category of changes are required, a single change request number shall suffice as proper documentation of a requested change. Except in declared periods of rapid change, every change request number will be reported on a separate change request form and will occupy one row on the change journal. For example, if multiple firewall rules are required, these can be submitted within a single change request provided they are all documented.

    o Multiple Changes, Different Category

        Changes across multiple categories shall not be submitted in a single document. For example, if multiple firewall rules are required along with an access authorization requirement, these two categorical changes must be submitted in separate change requests.

    o Same Change across Identical or Similar Systems

        If the same change is being made across multiple identical or similar systems, a single change request form submission shall suffice as proper documentation of a requested change. For example, if an identical user with identical rights is being added across systems with identical or similar architecture, these changes can be submitted within a single change request provided they are all documented.

    o Same Change across Diverse or Different Systems

        If the same change is being made across multiple diverse or different systems, these changes shall not be submitted in a single change request. For example, if a user is being added across systems with diverse or different architecture, these changes must be submitted in separate change requests.

- Request Submission

    o Request Submittal

        All change requests submitted for review and/or approval shall be sent via email to the Corporate Change Control Manager prior to the meeting or hand-carried to the CCC meeting for consideration in the ad hoc portion of the agenda. Emergency Change Requests should be filed via email as soon after the emergency change as possible

and certainly prior to the next scheduled meeting of the CCC unless the timing is such that hand-carried hard copy is the only option.

- o Submittal Deadline

   The submittal deadline for all change control requests to be considered as part of the regular agenda shall be 15 minutes prior to scheduled meetings. Any change requests generated after that deadline will be required to be brought as hard copy to the meeting for consideration in the ad hoc part of the agenda.

- o Emergency Change Control

   In the event that an emergency change is required, required paperwork must be completed and submitted to the Change Control Manager within 1 hour or penalties will be incurred. The emergency change will be subject to review at next CCC meeting.

Agenda Requests

- Approval

   If all reporting requirements are met, each change request will be added to the agenda of the next CCC meeting.

- Denial

   If any of the reporting requirements are not successfully met, the change request shall be summarily denied for the agenda of the next CCC Meeting.

Change Control Meeting Date and Time

The Change Control Meeting shall take place at the times and places announced by the Change Control Manager in consultation with the corporate CIO and other interested parties.

Meeting Requirements

- Hard-Copy

   A single hard copy of all pending or proposed requests is required for all matters that have not been confirmed by reply email as having been successfully added to the regular agenda. Items shall only be considered in the ad hoc portion of the agenda if a hard copy of the request is available at that time in the meeting.

Enforcement

Any employee found to be in violation this policy may be subject to disciplinary action, up to and including termination of employment.

NOTE: As part of the CYBR 4810 coursework, violations of the CCC process will result in a point penalty.

Revision History

Revisions made 9/4/2023