

Change Management Procedure

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1. Introduction

1.1 Objective

The purpose of this procedure is to control changes in the organisation.

1.2 Scope

This procedure is applicable to all changes at all locations of SGA involving implementation / modifications of new / existing systems, networks, applications (change / upgrade software) , information processing facilities and relevant IT documents, plans and procedures. This procedure is applicable for the changes required inside SGA or in the service provided by third party.

1.3 Glossary of Terms

Terms	Description
Admin	Administration
BU	Business Unit
COO	Chief Operating Officer
Dy.MR	Deputy Management Representative
HR	Human Resource
IT	Information Technology
MR	Management Representative
SGA	SG Analytics Pvt. Ltd.

2. Responsibility

Department	Activity	Responsible	Accountable	Consulted	Informed
IT	Carrying out IT change	IT team	IT Manager	COO	BU Lead
Admin	Carrying out infrastructural changes	Admin	Admin Head	COO & MR	BU Lead
HR	Carrying out HR changes	HR	HR Head	COO	BU Lead
Any Business Unit / Department Unit	Carrying out Standard / Non-standard change	BU Lead	BU Lead	COO & MR	COO

3. Procedure

3.1 Guidelines

- Changes shall be categorized as:
 - Standard Change (Normal) : Routine or minor changes that shall be initiated through the user complaints and addressed by the IT / Admin / HR
 - Non-Standard Change (Emergency) : Major changes that require an approval from the COO and MR which shall assess the business, financial, technical and regulatory impact of the change as applicable
- Only BU Lead shall generate non-standard change requests

3.2 Types of Change

1. Standard Change – It is the one which are part of routine work and the change requests are minor in nature as well as trivial to be deemed as routine work and hence shall not be qualified for Change Management process thereby avoiding delay in resolving requests as well as saving efforts involved in change evaluation, approval and scheduling.

Standard change has two types:

- a. IT Change
 - b. Non-IT Change
2. Non-Standard Change - There are certain changes, which may have direct or indirect impact, on security and business operations, which requires be addressing properly and recording which shall be categorised as Non-Standard Change. The list of activities / incidents, which have known or unknown errors and requires change in infrastructure during business or non-business hours also falls under non-standard change.

3.3 Procedure for Handling Changes

1. IT Change
 - a. The user initiates a request through the Helpdesk
 - b. The IT team member will attend to the request for resolution
 - c. IT team member shall be responsible to assess the impact, change release plan, roll back plan
 - d. In case, the request could not be addressed successfully due to technical or other reasons, the IT team Member will escalate the request to Operations Head
 - e. Operations head or Information security officer can avail help from outside vendor in case its necessary
 - f. On resolution, the IT team member will close the change request call by updating the Change Register - Standard Change and if required, informing the user
 - g. On successful completion, the IT team Member will update the Asset register
2. Non-IT Change
 - a. The user initiates a request through an email
 - b. The HR / Admin will attend to the call for resolution
 - c. HR / Admin shall be responsible to assess the request
 - d. In case, the request could not be addressed successfully due to technical, financial or other reasons, the HR/Admin will escalate the request to Operations Head
 - e. On resolution, the HR/Admin will close the change request call by informing the user
 - f. On successful completion, the HR/Admin will update the Asset register
3. Non-Standard Change
 - a. Non-standard Changes will always be initiated through helpdesk or via email

- b. The list of authorities who can approve the change, are mentioned in Appendix-I
 - c. The Department Head will scrutinize the request and forward it to the Concerned BU Lead, if there is no financial impact
 - d. Concerned BU Lead will review the request and carry out the change.
 - e. On successful deployment, Concerned BU Lead will update the asset register if necessary
 - f. For the changes having financial impact, the department head will forward the request to Finance Head and COO
 - g. On successful deployment, the Concerned BU Lead will close the request and update the asset register if necessary
 - h. MR will conduct a post implementation review to know the impact of change on the business (as applicable)
4. In case of any unscheduled change
- a. The IT/Admin Member informs BU Lead and COO about the need for an emergency / unscheduled change through phone / email
 - b. The BU Lead after consulting COO gives a go ahead for the change
 - c. BU Lead will review the change after implementation
 - d. IT team member will raise a helpdesk ticket post emergency change
 - e. The COO shall approval the request on helpdesk portal

Annexure - 1

Change Requestor	Approving authority
Team Members/ Team Leaders	Project Managers / BU Lead
Project Managers / Managers	BU Lead
HR Assistant	Head HR & Admin
BU Lead	COO / MR

Annexure - 2

Change Classification Table

Criteria for Standard Change		
Sr. no:	Nature of Request	
	Hardware	Software
1	Replacement of Keyboard	Reinstallation of OS
2	Replacement Of Mouse	Upgradation of OS
3	Replacement of Patch cord	Reinstallation of Application
4	Replacement/ upgradation of RAM	
5	Replacement/ upgradation of HDD	
6	Replacement of Monitor	
7	Replacement of SMPS	
Criteria for Non - Standard Change		
Sr. no:	Nature of Request	
1	Change in SGA network infrastructure (such as network / critical hardware)	
2	Upgradation of any critical asset (Firewall, Server, network devices)	
3	Software version upgrade	
4	File server access	
5	Access to Non-standard website category (Job, download, streaming media, personal webmail, online storage)	
6	Additional hardware / software	
7	Server policy changes, which required asset reboot	
8	Addition /deletion of SGA critical asset. (Commissioning / decommissioning)	
9	Incidents which have known errors and requires change in infrastructure during business hours	
10	Incidents which have known errors and requires change in infrastructure during non-business hours	
11	Incidents which do not have known error and requires change infrastructure during business / non-business hours	
12	Requests raised by client for change in infrastructure	