Change Management Process

SOC 2 Document

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# Document Information

The following table shows the details for document creation, review, approval, and effective date.

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| Disclaimer: | This document contains confidential information. Do not distribute this document without prior approval from Nexelus. |

# Revision History

The following table is used for revision details of this document.

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| Tauseef Shahzad | October 10, 2021 | 1\_0 | Initial Draft |
| Tauseef Shahzad | October 26, 2022 | 1\_1 | Added Activity Diagram for Change Management |
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# Scope

The process for managing application for change in system engineering is the process of requesting, determining accessibility, planning, implementation, and evaluating changes to the system. Its main objective is to support the processing and tracking of changes in a set of interconnected objects.

Scope of this document is to define the software change management process.

**Reference**

SSAE-18 SOC 1 Type II – Requirements

# Change Management Process

Nexelus implements 5-step change management process as describe in following chart.

Diagram

Description automatically generated

## Request for Change

The change request can be initiated by customer or Nexelus Management. The change request is sent to Principal Software Architect. The principal Software Architect then performs the following tasks:

1. Compiles change request list based on feedback provided by customer, CEO or in internal meeting(s)
2. Performs initial discovery and R&D on technology, tools and techniques used to implement the change
3. Prepares Requirement Specifications
4. Sends Requirement Specifications to CEO for Approval
5. After approval from CEO, Principal Software Architect creates Change Request Form and,
6. Sends it to GM Development for Impact Analysis

## Impact Analysis and System Design Specifications

Impact Analysis process is initiated once Requirement Specification and Change Request Form are sent to General Manager Development.

1. Based on Requirement Specifications, GM Development and Development Lead(s) perform Brain Storming session with CEO and Principal Software Engineer.
2. GM Development prepares impact Analysis and sends it for approval to CEO and/or, Client for Approval
3. Product Management Team and Development Team brainstorm on feature and impact analysis
4. Based on Brainstorming Session(s), GM Development updates Impact Analysis and sends it for approval to CEO and/or, Client for Approval
5. Principal Software Architect presents the impact analysis to CEO for final approval. Once approved, the offshore team is given go-ahead for implementation
6. On Approval of Impact Analysis, GM Development and/or, Development Lead(s) prepare detailed System Design Specification and send it to Principal Software Engineer and CEO for approval
7. On approval of System Design Specification, GM Development prepares Work Breakdown Structure and estimate for change. If the change is over four weeks, then Milestone sheet is also created for US team to review progress.
8. Work Breakdown Structure and estimate is sent to CEO and/or Client for approval.

## Implement Change

Development cycle initiates after the Work Breakdown Structure and Estimate are approved.

1. GM Development assigns appropriate Team Lead and development team to implement change request.
2. Assigned Development Team implements the change,
3. If the estimate is over four weeks, then as per milestone worksheet, progress is reviewed by US Team.
4. In progress review meeting, some changes may be suggested by Review Team to be incorporated in System Specifications.
5. In case of substantial changes, GM Development updates the Work Breakdown Structure and, informs all stakeholders.
6. Once the change is implemented and unit tested, Development Lead creates the build and hands over to QA Team for testing.
7. QA Team performs the testing and reports back to development team to fix if any issues are found in implementation.
8. If no issues are found, the QA team deploys the build on Release environment(s) and verifies the build. It reports back to Dev team if any issues are found.

## Review / Reporting

1. Once QA Team verifies that there are no outstanding issues in provided build on QA and Release environment(s), GM Development requests the Release Manager to deploy verified build on Test Environment.
2. GM Development requests Support team to inform client that change has been deployed on Test Environment for verification.
3. Client performs the verification on Test Environment and provides feedback.
4. On go-ahead from client, GM Development asks Release Manager to graduate the change on production environment.
5. Release Manager requests Support Department to inform all stakeholders, that change has been deployed on production Environment.

## Activity Diagram

