Emergency Change Management

Policy Statement

The emergency changes can only be performed in certain scenarios while there is a chance of service going down, an outage happening or any other similar situation when the change request procedure cannot be followed. Every change cannot be treated as an emergency change and RMS should be filled with the entire change information after the change has taken place.

Objective

The objective of this document is to provide policy and procedure guidance for maintenance and review of formal documentation reflecting complete track of all the emergency changes carried out to any configuration change, network change, website change, and software change in JLI's IT Environment.

Prerequisite

This procedure should be read in conjunction with:

- Information Security Policies, including:
  - Communication Security

Responsibility

- Group Head Digital, Technology and Strategic Planning
- Team Leads
- IT Sectional Managers
- Database Administrator
- Network Administrator
- Application Administrator
- Developers
- Business Users / Unit Head

Procedure

Emergency Change:

Any change that is implemented to restore service or to avoid an outage of service, especially when it impacts multiple users. Emergency changes would need verbal approval from Group Head Digital Technology and Strategic Planning.

Emergency Change Request Tracking		
1.	An updated and formal list of all the emergency changes that have been executed and finalized should be post approved and shall be maintained in RMS system	Database Administrator/ Network Administrator/ Application Administrator
2.	It shall be ensured that a complete track of all the changes is maintained and is available for an independent review and audit from RMS	Group Head Digital, Technology and Strategic Planning
3.	In case of any emergency, RMS should be logged after the completion of required action. A request titled as "System Activity" shall be raised in the Requirement Management System with flagging as Emergency Change by the concerned IT Staff working for particular area. Following information shall be included in the form: • Originators Name • Date • Activity Details with emergency change reason • Justification • Post Approval • Old values/state and new values/state / Dependent Parameters	Database Administrator/ Network Administrator/ Application Administrator
4.	"System Activity" request shall be post approved by Group Head Digital, Technology and Strategic Planning or IT Sectional Manager in Requirement Management System. Approving authorities to ensure that proposed activity does not compromise IT policies or disrupt normal business activities.	Group Head Digital, Technology and Strategic Planning
5.	Respective administrators shall update configuration list* with new settings *Configuration documentation shall be maintained on central storage in case of deployment of new database/infrastructure/OS, these configurations shall be used.	Database Administrator/ Network Administrator/ Application Administrator

| 6. | Change log of all emergency changes shall be maintained and reviewed periodically to ensure it is up to date. | Database Administrator/ Network Administrator/ Application Administrator |