

Change Management

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 changes carried out to any configurational changes, Network Changes, website changes, and software changes in JLI's IT Environments

Prerequisite

This procedure should be read in conjunction with:

- Information Security Policies, including:
 - Communication Security
 - Operation 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

Change Request Tracking		
1.	An updated and formal list of all the changes that have been executed and finalized shall be maintained in RMS system	Group Head Digital, Technology and Strategic Planning Officer
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 Officer
Operating System\Database\Network devices\Physical\Environment		
3.	<p>In case a configuration/parameter change is required, a request titled as "System Activity" shall be raised in the Requirement Management System by the concerned IT Staff working for particular area. Following information shall be included in the form:</p> <ul style="list-style-type: none"> • Originators Name • Date • Activity Details • Affected Applications/Systems • Justification • Approval • Old values/state <p>Proposed new values/state / Dependent Parameters</p>	Database Administrator/ Network Administrator/ Application Administrator
4.	"System Activity" request shall be 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.	In case Planned system/network outage is required, activity shall be performed off business hours or business users shall be informed at least 2/3 days in advance of outage.	Database Administrator/ Network Administrator/ Application Administrator
6.	Configuration change shall be tested in test environment if available, before being implemented in production. .	Database Administrator/ Network Administrator/ Application Administrator
7.	<p>Respective administrators shall update configuration database* with new settings</p> <p>*Configuration documentation shall be maintained on central storage in case of deployment of new database/infrastructure/OS, these configurations shall be used.</p>	Database Administrator/ Network Administrator/ Application Administrator

8.	Change log of configuration change implemented shall be maintained and reviewed periodically to ensure it is up to date	Database Administrator/ Network Administrator/ Application Administrator
9.	Documentation shall be reviewed periodically to ensure it is up to date.	IT Sectional Manager

For Website Changes

10.	Requirement Management System titled as "Website Change Request". "Website change/update request shall be completed after the consultation of Legal department in case a change pose a risk and approved by Department Head, before being forwarded to IT Department.	User/ Unit Head
11.	Request to be sent to Head of Technology office for final approval in case of major changes	Group Head Digital, Technology and Strategic Planning
12.	Request may be approved/deferred/not approved. In case of approval, necessary changes implemented.	Website Administrator/ Vendor / Developer
13.	Once the change is done, the request shall be closed off by updating the comments in RMS by IT Tech Team, same is intimated to end user via email, in RMS.	Team Leads / IT Sectional Managers / Website Admins

For Software Change Request

14.	Request for Software Change shall be initiated using "Requirement Management System (RMS)". The request shall contain adequate information for the system support personnel to log and prioritize the change. This includes: <ul style="list-style-type: none"> • Name of originator(User name who initiated the request) • Contact details / Department • Date and Time Stamp • Background to change request/Justification • Required date User may discuss the change with IT Department first to decide on its priority.	Business User
15.	Change Request shall be approved in the Requirement Management System.	Unit Head
16.	An optimal time shall be agreed and communicated to the requester and the Business Owner (Business Head) via Requirement Management System to propagate the change to cause minimal disruption.	Business User
17.	Where the change is originated from a change in business process, detailed specification requirements with all the relevant documents shall be documented and shared in the Requirement Management System.	Business User / Team Lead / Sectional IT Manager

18.	Implementation plan shall be devised with proper procedures in place. Original code before change shall be retained until changes have been fully accepted.	Application Administrator/ Developers
19.	Detailed testing is carried out in development environment covering all the user requirements. Final source code shall be compiled in development environment. The test results should be documented properly for later use if required	Application Administrator/Developer / IT Sectional Manager
20.	Formal UAT record shall be obtained from user over the respective Change Request thread in the Requirement Management System and consent will be sought for the schedule and final deployment over the production environment.	Developer / Business User
21.	Final compiled object should be transferred to production environment. System documentation and user informed via Requirement Management System.	Team Leads / Sectional IT Managers
22.	Once the change is live, the request shall be closed off by updating the comments in Requirement Management System by IT Tech Team, same is intimated to end user via email, in RMS.	Business User /Team Leads / IT Sectional Managers