



Change Management Policy

Version 1.0

1. Purpose:

- Ensure that changes to systems, processes, and infrastructure are implemented in a controlled and efficient manner.
- Minimize disruption to operations and mitigate potential risks.
- Maintain the integrity, availability, and reliability of organizational assets.

2. Change Management Process:

- Establish a structured change management process to plan, review, approve, and implement changes.
- Clearly define roles and responsibilities for change management activities.
- Document the process, including change request submission, assessment, approval, and implementation steps.

3. Change Classification:

- Classify changes based on their impact and risk to the organization.
- Categorize changes as low, medium, or high impact, considering factors such as scope, complexity, and potential consequences.

4. Change Assessment and Review:

- Perform a thorough impact analysis for proposed changes.
- Identify potential risks, dependencies, and required resources.
- Review change requests for feasibility, alignment with business objectives, and compliance with policies and standards.

5. Change Approval:

- Establish a change advisory board or designated authority responsible for reviewing and approving changes.
- Evaluate change requests based on defined criteria, including business impact, risk assessment, and resource availability.
- Document change approvals and communicate decisions to relevant stakeholders.

6. Change Implementation:

- Develop comprehensive implementation plans for approved changes.
- Clearly define implementation steps, timelines, and responsibilities.
- Coordinate and communicate changes to all affected parties, including IT teams, users, and stakeholders.



7. Testing and Validation:

- Conduct thorough testing of changes in appropriate environments.
- Validate changes against predefined success criteria.
- Document and track test results and ensure proper sign-off before deployment.

8. Communication and Training:

- Communicate changes to all relevant stakeholders, including users and support teams.
- Provide training and support materials to affected parties to ensure a smooth transition.
- Address concerns, questions, and aid during and after change implementation.

9. Rollback and Contingency Planning:

- Define rollback procedures to revert changes in case of unexpected issues or failures.
- Establish contingency plans to mitigate potential risks and minimize the impact of unsuccessful changes.
- Document and communicate rollback and contingency procedures to relevant teams.

10. Documentation and Reporting:

- Maintain a centralized repository of change documentation, including change requests, approvals, implementation plans, and outcomes.
- Generate regular change management reports to track change activities, success rates, and lessons learned.
- Conduct post-implementation reviews to assess the effectiveness of changes and identify areas for improvement.