Change Management Procedure

Document Number	CHG-PROC-001	Revision	1.0
Effective Date	2024-06-01	Page	1 of 1

1. Purpose

The purpose of this procedure is to ensure that all changes to systems, applications, and infrastructure are managed in a controlled and systematic manner to minimize risk and ensure traceability.

2. Scope

This procedure applies to all IT-managed systems and applications within the organization.

3. Definitions

- **Change:** Addition, modification, or removal of approved, supported or base-lined hardware, software, or related components.
- **Change Request (CR):** A formal proposal for an alteration.
- **Change Advisory Board (CAB):** A group of people that supports the assessment, prioritization, and scheduling of changes.

4. Procedure

1. **Initiate Change Request**
   - Requester completes and submits a Change Request (CR) form.

2. **Log and Categorize**
   - Change Manager logs the CR and categorizes as standard, emergency, or major.

3. **Impact Assessment**
   - Assessment by relevant stakeholders for potential impacts, risks, and required resources.

4. **Approval**
   - For standard and major changes, seek approval from the Change Advisory Board (CAB).
   - Emergency changes require expedited approval from authorized personnel.

5. **Implementation**
   - Carry out the approved change as per the proposed plan.
   - Maintain records of actions and outcomes.

6. **Review & Closure**
   - Post-implementation review to ensure objectives met and issues addressed.
   - Change manager closes CR after documentation updates.

5. Roles and Responsibilities

- **Requester:** Initiates and describes the change.
- **Change Manager:** Facilitates management of the change process.
- **CAB:** Reviews, advises, and approves/rejects changes.
- **Implementer:** Executes the approved change as per plan.

6. Documentation and Records

All change requests and associated approvals, test results, implementation logs, and closure comments must be

retained for audit purposes.

Important Notes:

- Change Management procedures help minimize risk associated with modifying IT systems.
- All changes should be traceable and properly documented.
- Clear communication and pre-approval are critical to an effective change process.
- Regular review and refinement of this document are encouraged to align with evolving best practices.
- Failure to follow these procedures may lead to audit issues or unforeseen system outages.