



Smartlink Network Systems Ltd.	
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Change Management Policy

Introduction

The Information Resources infrastructure at Smartlink Network Systems Ltd. Is expanding and continuously becoming more complex. There are more people dependent upon the network, client machines and business application programs. As the interdependency between Information Resources infrastructure grows, the need for a strong change management process is essential.

From time to time each Information Resource element requires an outage for planned upgrades, maintenance or fine-tuning. Additionally, unplanned outages may occur that may result in upgrades, maintenance or fine-tuning.

Managing these changes is a critical part of providing a robust and valuable Information Resources infrastructure

Purpose

The purpose of the Change Management Policy is to manage changes in a rational and predictable manner so that user community can plan accordingly. Changes require serious forethought, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of Information Resources.

Audience

The Smartlink Network Systems Ltd. Change Management Policy applies to all individuals that install, operate or maintain Information Resources.

Definitions

Information Resources	Client Machines, Servers, Network Infrastructure and Business applications
Owner	The manager or agent responsible for the function which is supported by the resource, the individual upon whom responsibility rests for carrying out the program that uses the resources. The owner is responsible for establishing the controls that provide the security. The owner of a collection of information is the person responsible for the business results of that system or the business use of the information. Where appropriate, ownership may be shared by managers of different departments
Custodian	The custodian is normally a provider of services, hence responsible for the processing and storage of Change Management information. Information Services is the custodian of Information Resources.
Change Management	<p>The process is not applicable for desktop hardware and software configuration changes or installations.</p> <p>The process is applicable for all major changes to Network Infrastructure and Business applications. The goal is to ensure that Information Resources are protected against improper modification before, during, and after system implementation.</p>
Change:	<ul style="list-style-type: none"> - Any implementation of new functionality - Any interruption of service - Any repair of existing functionality
Scheduled Change	Formal notification received, reviewed, and approved by the review process in advance of the change being made.
Unscheduled Change	Failure to present notification to the formal process in advance of the change being made. Unscheduled changes will only be acceptable in the event of a system failure or statutorily change in case of business application.

<p>Change Management Policy</p>	<ul style="list-style-type: none"> - Every change to a Smartlink Network Systems Ltd. Information Resources resource such as: networks and business applications are subject to the Change Management Policy and must follow the Change Management Procedures. - A formal written change request must be submitted for all changes, both scheduled and unscheduled. - All scheduled change requests must be submitted in accordance with change management procedures so that the process / business owner has time to review the request, determine and review potential failures, and make the decision to allow or delay the request. - Each scheduled and unscheduled change request must receive formal Change Management approval from process / business owner before proceeding with the change. - All Smartlink Network Systems Ltd Network Infrastructure and Business application systems must comply with an Information Resources change management process that meets the standards outlined above. - Smartlink Network Systems Ltd, uses Oracle e-Biz a packaged solution to run the business and do not have any major form and transactional level customization, hence comprehensive Test Plan is not applicable.
<p>CR Forms</p>	<ul style="list-style-type: none"> - Business Application Systems Annexure A - Network Infrastructure Annexure B / Online CR process.

Revision History

Version	Date	Author	Remarks
1.0	22 nd September 2009	Uday Naik	Document created
1.0	15 th October 2009	Sandeep S	Approved by Security Committee / Head
1.1	13 th November 2009	Kiran Gole	Document updated – Document effective date & added online CR process clause.
1.1	13 th November 2009	Sandeep S	Approved by Security Committee / Head
1.1	8 th November 2010	Mayur G	Appended Annexure B form.
1.1	19 th November 2010	Shridhar K	Approved by Security Committee / CTO
1.2	16 th May 2012	Mayur G	Name & Logo updated.

**Annexure A
Change Request Form**

Application Name (Parivartan/HR/iSmart/e-Commarce)	Parivartan
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Change Request No		Requester Name	
Change Request Date		Functional Owner	
Priority		Module Name	
Status		Completed Date	

Problem Description	
Old behavior	
New behavior	
Assigned to	
Preliminary Analysis	
Setup / Report Change	
Test Plan	Action
	Result
	Test Carried By :

Approved by Functional owner	Approved by CIO



Annexure B

Infrastructure Change Control Request Form

General Information : (to be filled by Infra team)					
Change Request Name :					
Received by :					
Received Date (MM/DD/YYYY) :		Target Date (MM/DD/YYYY) :			
CCR No. (from CR Log) :					
Configuration Item : Area of Change					
	Y/N	Event Type			Y/N
WAN	[]			LAN	[]
Server OS	[]			Software / Application	[]
Hardware	[]			Firmware	[]
Other	[]				
Change Type :					
New Requirement		[]	Requirement change		[]
Design Change		[]	Other		[]
Priority :		High []	Medium []	Low []	

1. Change Request Initiation: (to be filled by requestor)		
Requestor Name :	Department :	Location :
Nature of Request : <i>First Intimation</i> [] <i>Pre-planned (as per meeting)</i> []		
Description – Describe the proposed change.		
Justification – Justify why the proposed changes should be implemented.		
Impact of Not Implementing – Explain the impact if the proposed change is not implemented.		
Alternatives – Provide at least one alternative that could be implemented instead of the proposed change.		

2. Review of Change Request : (to be filled by Infra team)

Simulation Required : []			
If Yes -	Simulation Date: (MM/DD/YYYY)	Simulated by :	Simulation Result :
Simulator comments (if any) :			

If this change deals with software/application, what are the licensing considerations? [Y/N] :

Open Source []	Purchase Licenses []	Existing Licenses []
Licensing Information:		

3. Infrastructure Change Request Approvals : (to be filled by Infra team)

Approve [] Reject [] Defer Until (MM/DD/YYYY) []:

Comments (if any) :

Approvals (Signature)	
(Implementer / System builder): Name: _____ Date (MM/DD/YYYY): _____	Approver (e.g System / Process Owner) : Name: _____ Date (MM/DD/YYYY): _____

Change Request Final Management Approval			
Change Approved : _____		Change Not Approved: _____	
		Hold (Future Enhancement): _____	
Final Approval Date	Name	Signature / Title	Recommendation
		CTO	[] Approve [] Reject
Special Instructions – Provide any additional information regarding the final recommendation.			

The signatures above indicate an understanding of the purpose and content of this document by those signing it. By signing this document, they agree to this as the formal Infrastructure Change Request.

Status :	Completed Date (MM/DD/YYYY) :
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