

### Definitions

A change is the modification, removal or addition of any IT configuration item (CI) that alters the business operations or the technology infrastructure of any production or pre-production system or service. Where a change requires the modification, removal or addition of multiple CIs or requires multiple outages to complete the change then that change is a complex change known within Company X as a Project.

Change management is the process of coordinating changes to CIs. It manages any change which has the potential to impact on the operational working conditions and capabilities of one or more workgroups within Company X, or any external parties requiring access to shared IT services. It is the continuing process of planning, communicating, scheduling, monitoring, implementing and reviewing IT changes.

Change Management excludes service requests made via the IT Service Centre, such as access control requests, password changes, requests for extended support hours etc.

Change Requests are to be submitted by people responsible for making changes to production systems. Change Requestors can be Shared Services technicians, IT support staff from business units, external suppliers, including application developers, or Project Managers. Several changes may be required to implement a more complex solution. Alternatively, a single change request with a comprehensive implementation plan can be used to coordinate the activities of several groups.

### Approval

Technical sign-off from the relevant Shared Services Team Coordinator/s or the Applications Implementation Group weekly meeting chaired by the Shared Services Account Manager is required prior to submitting the change to the Change Advisory Board (CAB). Where a Project Control Board (PCB) is providing governance for an IT project, its approval is required prior to production implementation.

The CAB meets weekly on Thursdays at 11:00am and must approve changes that impact or have the potential to impact on service delivery. To be assessed by the CAB, the change must be submitted by midday the day prior (Wednesday).

Standard Change windows are Wednesdays after 6:00pm, and weekends for high risk or high impact changes, or changes that have a lengthy implementation time.

### Related Documents

Change requests are submitted on the Change Request form.

Further information on how to complete the form is available on the Company X intranet.

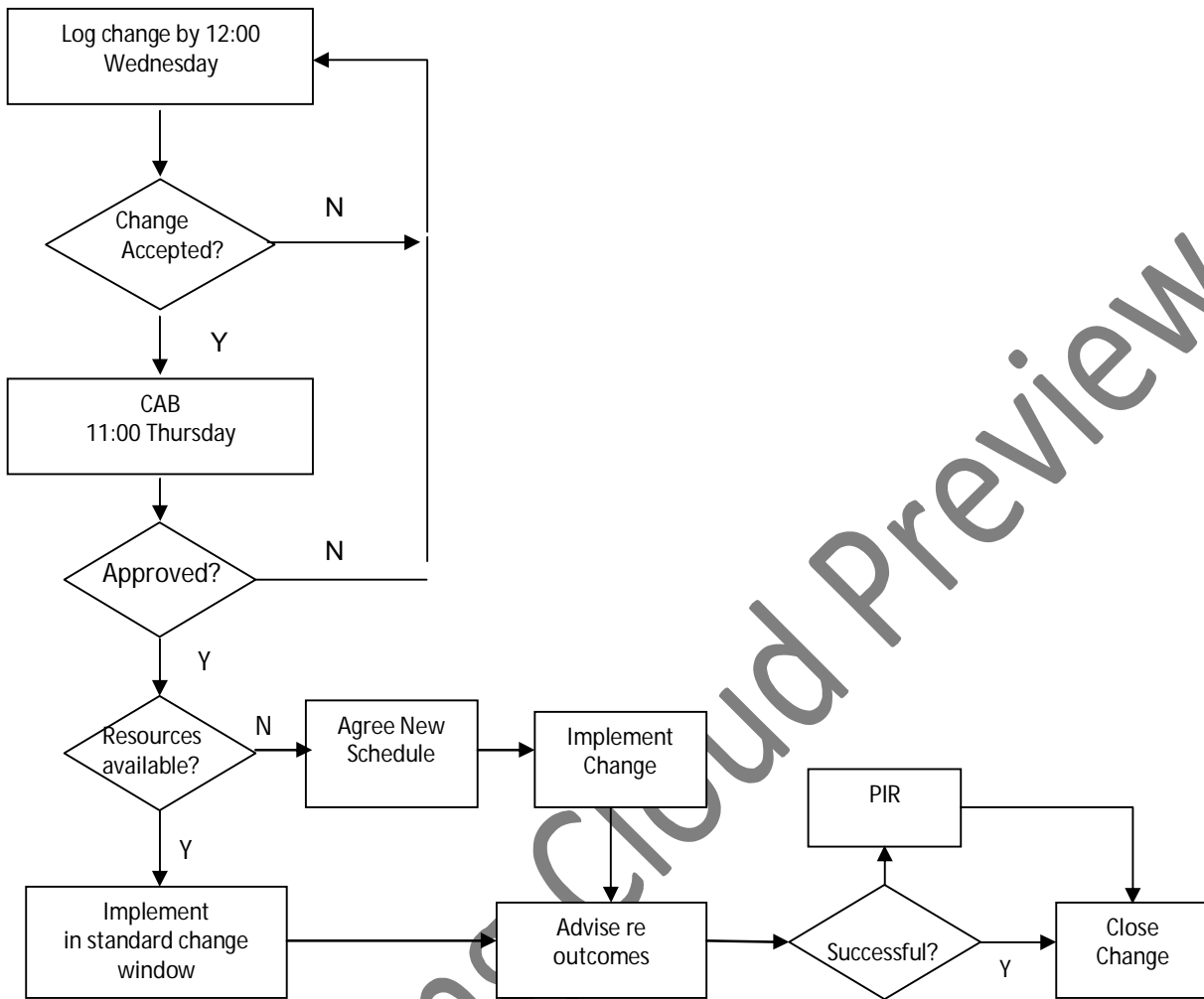
### Exceptions

Emergency changes may be scheduled to resolve a service failure. All emergency changes require approval from a CAB Emergency Committee (Change Manager + at least 2 others).

Changes may be fast tracked for legitimate business reasons. Justification for not meeting standard timelines (Emergency and Fast Track changes) will be reviewed at the next CAB.

Changes that cause no impact and are implemented via a standard process (previously approved by the CAB) may be implemented without CAB approval, as resources allow, but must be recorded and have technical sign-off.

Minimum timelines:



Consulting Cloud Preview