

## CHANGE MANAGEMENT POLICY

Formally Request a Change. All requests for change will be documented within the company's selected technology platform by creating a new change record. The completion of a new request for change will be completed by the technical/development team.

- Categorize and Prioritize the Change. The development team leader will assess the urgency and the impact of the change on the infrastructure, software end user productivity, and budget.
- Analyze and Justify the Change. The team leader works with the change requester and the change initiator to develop specific justification for the change and to identify how the change may impact the infrastructure, business operations, and budget. The development team leader use this information to further research and develop an extensive risk and impact analysis. When completing the analysis of the change, the development team leader must ensure they consider the business as well as the technical impacts and risks.
- Approve and Schedule the Change. The development team leader uses the company's selected technology platform to record an efficient process for routing the Request for Change (RFC) to, technical approvers, business approvers and, in the event of a major or significant change, to the development team for approval or rejection of the change.
- Plan and Complete the Implementation of the Change. This process includes developing the technical requirements, reviewing the specific implementation steps and then completing the change in a manner that will minimize impact on the infrastructure and end users.
- Post-Implementation Review. A post-implementation review is conducted to ensure whether the change has achieved the desired goals. Post-implementation actions include deciding to accept, modify or back-out the change; contacting the end user to validate success; and finalizing the change documentation within the company's selected technology platform.