



SQFT Knowledge Services

CHANGE MANAGEMENT POLICY

Document Revision History

Version	Document No	Date	Brief summary of changes	Prepared By	Approved By
1.0	SQFT/CM/PO L/005	1-Mar-2019	Initial version created	K.Gokhul	S.Nandhini
1.1	SQFT/CM/PO L/005	15-April-2019	Update the Change Request Template Screen shot	V.Uma maheswari	K.Gokhul
1.2	SQFT/CM/PO L/005	29-Jan-2020	Updated the risk analysis fields in the Change Request Template - presented as Screen shot	V.Uma maheswari	K.Gokhul
1.2	SQFT/CM/PO L/005	1-Mar-2021	Reviewed and no changes done	K.Gokhul	S.Nandhini
1.2	SQFT/CM/PO L/005	1-Mar-2022	Reviewed and no changes done	K.Gokhul	S.Nandhini
1.3	SQFT/CM/PO L/005	03-Jan-2023	Reviewed and updated the policy for Privacy management systems	K.Gokhul	S.Nandhini
1.3	SQFT/CM/PO L/005	1-Mar-2023	Reviewed and no changes done	K.Gokhul	S.Nandhini
1.3	SQFT/CM/PO L/005	29-Feb-2024	Reviewed and no changes done	S.Nandhini	K.Gokhul

TABLE OF CONTENTS

1	PURPOSE	3
2	SCOPE	3
3	POLICY	3
4	EXECUTIVE OWNER	3
5	ROLES AND RESPONSIBILITIES	4
6	DEFINITIONS	4
7	ASSOCIATED DOCUMENTS	4
8	DOCUMENT MAINTENANCE	4

1 PURPOSE

The purpose of the Change Management Policy is to ensure that changes are effected in a rational and predictable manner while doing replacement / updating of Information processing facilities at SQFT KS.

2 SCOPE

This policy is applicable whenever a change is effected for any of the Information Processing facilities of SQFT KS.

3 POLICY

All Information Resources of SQFT KS shall be subject to a defined Change Management Process to achieve a predictable outcome, which shall enable in reducing the outage and furthering the Business cause.

The Change Management Process shall ensure / analyze the business requirement of the Change Request, Feasibility of the Implementation and the associated risks before allowing the change to be effected.

4 EXECUTIVE OWNER

The Chief Operating Officer will be the executive owner of the policy.

The policy and revisions shall be approved by the Chairperson of the Information Security and Privacy Steering Committee.

The change owner will be responsible for implementing and executing the policy mentioned in this document as well as the procedures in the related documents.

Implementation and execution shall be monitored and reviewed by the Chief Operating Officer.

5 ROLES AND RESPONSIBILITIES

Abbreviations

- P**- Primary Responsibility
- - Co-operate Responsibility
- N/A - Not Applicable

Activities	Roles				
	User	CAB	Change Owner	COO	Head of Department
Change Request	P	N/A	N/A	N/A	N/A
Change Classification	N/A	P	•	N/A	N/A
Change Authorization	N/A	P	•	N/A	N/A
Change Deployment	N/A	N/A	P	N/A	N/A
Change Review	•	N/A	P	N/A	N/A
Change Communication	N/A	N/A	P	N/A	N/A
Implementing the Policy	N/A	•	N/A	N/A	P
Monitoring and Document Control	N/A	N/A	N/A	P	N/A
Review of implementation	N/A	N/A	N/A	P	N/A

6 DEFINITIONS

COO	Chief Operating Officer
ISPSC	Information Security and Privacy Steering Committee
CAB	Change Advisory Board (Responsible for Change) COO will function as Change Advisory Board
RFC	Request For Change
Change Owner	Person/s appointed by the CAB for effecting a defined change

7 ASSOCIATED DOCUMENTS

- Change Management Procedure (SQFT/CM/PRO/005)

8 DOCUMENT MAINTENANCE

Chief Operating Officer shall be responsible for document control and any changes.

Updates shall be discussed in the ISPSC under the guidance of COO.

COO shall forward the document to Chairperson of the ISPSC for approval, after review.

CHANGE REQUEST FORM

Format No:		SQFT/CR/FMT/014	
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CHANGE REQUEST FORM			
USER REQUEST			
Change Request No.		Call Requested on	
Change Initiator's Name, Position, Contact Information		Reporting Manger approval	
Change owner's Name, Position, Contact Information		Project / Support Function	
Group/ Department		Location of the release	
Change Request Description		Change Category	Major
			Significant
Description and Identity of any items to be changed		Change Priority	Minor
			Standard
			Emergency
Reason for change			High
If the Change is related to any incident, incident description and incident number			Medium
Required by Date			Low
Impact Analysis			
Impacted Network / Servers / Group	Page 1		
Implications of not implementing the change			
Effort and resources required		Planned Schedule	
Risk Analysis			
Department			
Area of Risk			
Risk Priority		Risk Mitigation	
CHANGE IMPLEMENTATION			
Implementation Steps		Completion Date	Actual Completion Date
Back-out Plan		Time Required	Actual Time taken
Revert back to previous configurations			
Change Approved by IMG Head/CAB		Date of Approval	
Change Implemented By			
CHANGE VERIFICATION AND APPROVAL			
Verified By Users		Date of Verification	
Verification comments			
Call status		Closure Date	
Remarks			

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