

Change Management Policy

BITS Technology Group Pty Ltd

Action	Name	Title
Prepared By	Muhammad Nauman Mustafa	Cyber Security Engineer
Reviewed By	Blair Munro	Head of Technology
Approved By	Bernard Mangelsdorf	Chief Executive Officer

Version	Date	Description of Change	Updated By
1.1	6 June 2025	Updated the Change Review and Closure section	Muhammad
1.0	12 March 2025	Initial Policy Creation	Muhammad

1. Purpose

The purpose of this Change Management Policy is to ensure that all changes to IT systems, networks, and applications are managed in a controlled manner, minimizing risks and ensuring service integrity.

2. Scope

This policy applies to all employees, contractors, and third-party service providers involved in planning, implementing, and managing changes to the organization's IT infrastructure.

3. Definitions

- **Change:** Any addition, modification, or removal of anything that could affect IT services, including hardware, software, network configurations, processes, and documentation.
- **Change Request (CR):** A formal proposal for a change.
- **Change Advisory Board (CAB):** A Teams group responsible for reviewing and approving change requests and communicating changes to the team.

4. Policy

4.1 Change Request Submission

- All changes must be documented using the Change Management Microsoft Teams channel.
- CRs must include a description of the change, the reason for the change, the impact assessment, and the implementation plan.

4.2 Change Classification

- Changes are classified into two categories: Standard and Normal.
 - **Standard Changes:** Pre-approved changes with low risk and impact.
 - **Normal Changes:** Changes that require CAB approval.

4.3 Change Approval

- All Normal changes must be reviewed and approved by the CAB (Teams group).
- Standard changes can be implemented without CAB approval but must be documented and reviewed periodically.

4.4 Change Implementation

- Changes must be implemented according to the approved implementation plan.

- A rollback plan must be in place in case the change needs to be reverted.

4.5 Change Review and Closure

- After implementation, changes must be reviewed to ensure they have achieved the desired outcome.
- The change request must be closed in the change management Teams channel (by making a comment for closure) once the review is complete.

4.6 Incident Management Exemption

- Changes made during incident management to resolve critical issues are exempt from this policy but must be documented (in MS Teams channel) and reviewed after resolution.

5. Roles and Responsibilities

- **Change Requestor:** Submits the CR that provides necessary details, by making a post in the MS Teams Change Management channel.
- **Change Approver:** Reviews and approves Normal changes. All planned production-impacting changes must be approved by any member of the CAB (listed in Appendix A), prior to implementation, by commenting on the CR post.
- **Change Implementor:** Assumes ownership of a change by default and is responsible for change quality, change scheduling, and change approval. Implements changes according to the approved plan. In most cases, implementor would be the same as requestor, else nominated by the CAB.

6. Exceptions

- **Break/Fix Changes:** Implemented as part of the Incident Management process to resolve an active, customer-impacting issue. These changes cannot be scheduled for a future time to reduce the impact of the change. Break/Fix changes still require post-change change assessment.
- **BAU Tasks:** Tasks or changes implemented regularly with predefined inputs and limited possible impact.

7. Compliance and Monitoring

- Everyone at BITS Technology Group should be aware that compliance with this policy is mandatory and that the company reviews all changes for compliance.
- Department heads (leadership team) will be responsible for communicating the changes to the relevant users.
- Compliance with this policy will be monitored through regular audits and reviews.

- Non-compliance may result in disciplinary action.

8. Review and Revision

- This policy will be reviewed annually and updated as necessary to ensure its continued relevance and effectiveness.

Appendix A

The CAB:

- Bernard Mangelsdorf
- Blair Munro
- Jesse Whitton
- Esther Mangelsdorf