HARRIS COMPUTER SYSTEMS

CORPORATE IT CHANGE MANAGEMENT PROTOCOL

Corporate Officer: <u>Dwayne Martin, Vice President of CIT</u>

Signature: _____

REVISION

Rev	Date	Author	Type	Description	Approval
1.0	2/17/16	Richard Morin	Major	Initial version of protocol.	Dwayne Martin
1.1	8/8/16	Gina Martin	Minor	Revised to coincide with the Change Control Policy.	Dwayne Martin
1.2	10/12/16	Katie Rose	Minor	Revised change classifications and categories and other minor revisions.	Dwayne Martin
1.3	10/22/18	Katie Rose	Minor	Annual Review	Dwayne Martin
1.4	3/25/2020 *2019 review waived as approval for 2018 review cycle completed end of Q1 2019	Katie Rose	Minor	Annual Review	Dwayne Martin
1.5	3/24/2021	Katie Rose	Minor	Annual Review, Added Definitions Document	Dwayne Martin

Harris Computer uses formal change control procedures when implementing changes to its information systems.

When new systems are introduced or changes are to be made to existing systems, a process of documentation, specification, testing, quality control, and managed implementation will be followed. See the Corporate Change Control Policy. All such Changes will be implemented in a manner to ensure that existing security and control procedures are not compromised, that individuals implementing the Changes are given access to only those parts of the system necessary to accomplish their work, and that formal approval is obtained.

A "Change" [also known as "Change Record" or "CR" is to be defined as;
   a. An action within a "live" and/or "production" IT environment which results in a change of a particular business unit's and/or customer's services.
      i. The "environment is to be defined as any application or hardware asset within the IT infrastructure.
      ii. "Live" and "production" environments are to be defined as environments in which business and services would be impacted by downtime.

Change Management fits alongside Incident & Problem Management to ensure that most activities that have an impact within the IT environment are logged in a centralized database.

When considering if a Change should be made, consider if the answer is "yes" to any of the following:
   b. Is there a possibility of service disruption?
   c. Will multiple users be unable to access what they need to do their job?
   d. Measure the impact the Change will have on the environment.
   e. Does it fit the need of the business?

An Incident and/or Problem Record are NOT Change Requests and involve a different process. A Change Request is not required to resolve an Incident or Problem Record. Change Records may be required to implement short or long term resolutions recommended within a Problem Record.

PROTOCOL

The Harris Computer Change Management Protocol must be followed before a Change is implemented:

   2) Changes are to be "requested" via the Change Management Tool by the Change Initiator. The Change Initiator is responsible for finding a Change Implementer, obtaining approvals, and ensuring that all fields in the Change Request are filled out.

3) Many of the fields in the Change Management Tool are self-explanatory (description of the change, backout plan, misc., etc.). Please ensure all applicable information related to the Change are included in the fields, including:
   a. Business justification.
   b. Configuration items (Assets).
   c. Services.
   d. If new technology or hardware is being introduced.
   e. If additional resources are required for the implementation, like personnel.

4) The Change Advisory Board (CAB) will meet every Tuesday to go over upcoming Changes.
   a. For Changes, all Change Initiators (or their delegate) must attend the CAB meeting or their Change will not be approved.
   b. After attending the CAB meeting and obtaining approval from the CAB, notes indicating as such should be placed within the change record.

5) All Changes must be classified in one of the following categories, to determine Change priority.
   a. Routine: Changes that are known to cause no impact on day-to-day operations. Requires only the initiator's manager approval after review and submission by the Change Manager.
   b. Minor: Some risk, and possible impact to the business and our customers. Requires CAB attendance and CAB approvals.
   c. Major: Greater risk, these could impact the business and multiple users. Requires CAB attendance and CAB approvals.
   d. Urgent: Greatest risk, used in the case of proactively resolving an imminent Problem. Urgent CR's are sent directly to the CAB for review and approvals after review by the Change Manager.

   NOTE: Some day-to-day Changes do not require a Change record.

   Over time what Changes will fall under what type of Change will be evaluated. Some Changes may become Routine, some may become Minor/Major, and some may be determined not to require any Changes at all. This living process will be determined by the CAB, with input from the technicians that comprise CIT.

6) Changes will be classified in "Impact", which determines what effect the change would have.
   a. Low are minor changes which although still would cause an impact, it would be minor.
      i. Replacing RAM in a server.
      ii. Opening ports.
   b. Medium would involve more exhaustive work on the infrastructure. Additional planning would be involved,

     i. Intensive firewall and network changes.
    ii. DC Promo.
    iii. Standing up certain pieces of new hardware.
   c. High is complex changes that require extensive planning and are of high risk with multiple business units impacted.
     i. Standing up certain pieces of new hardware.
    ii. Active Directory Schema

7) All Changes must have Manager approval after being reviewed by the Change Manager.

8) Upon closing the change, determine if Problem or Knowledge Management should be engaged.
   a. If the Change is as a result of multiple incidents, log the Change activities under Problem Management.
   b. If applicable knowledge is gained from the results of the change, or if the change resolved a problem, engage Knowledge Management.

9) If you are actively working an open Priority 1 (P1) or Priority 2 (P2) outage, Problem Management is to be engaged, and all attempts should be made to get the systems online. If you notice that something is about to go down within thirty minutes or less, have an Incident/Problem Record be created. Otherwise, create an Urgent Change Record.
   a. Remember that Changes are proactive, meaning if something is about to go down ideally, we would create a Change Record. However, this is not always the case due to how quickly issues can become Problems, so use your discretion as it pertains to these isolated Incidents.

10) The Change Advisory Board and Harris Legal retain the right to deny any change at their discretion.

DEFINITIONS
See attached policy definitions or click here.