



Change Management

PURPOSE

This document provides a summary of each of the main sections of the change management process as is implemented by HIC. This document does not cover test or development work unless there is an impact on production or pre-production areas.

SCOPE

Change is an essential part of maintaining and continuously improving provided services. Change must be properly managed so that disruption and unpredictable interruptions to services are minimised. The scope of this document is to highlight the practices in operation in HIC to guarantee due diligence is followed during changes that affect any aspect of its operations.

RESPONSIBILITIES

ROLE	RESPONSIBILITY
Team Managers	Manages and Monitors the whole process. They will be responsible for signing off successful changes.

PROCEDURE

Principles

1. Every change identified, either from external input or from an internal party, will go through a documented process.

Change Validation and Triaging Steps

1. To verify the relevant procedure is being followed, proposed changes will need to be validated and triaged.
2. Validation is the process of ensuring that the party requesting the change is indeed authorised to request it. Triaging is performed by all parties involved and is needed to assign a Priority and a Category to the requested change.
 - a. The following details will be documented:
 - Defining an approver of the change prior to CAG for non-standard change
 - Identifying the stakeholders and related communication plan.
 - Identifying the urgency and impact of the change.
 - Identifying the assets affected by the change.
 - Identifying the potential risks following the change.
 - Creating an Implementation Plan
 - Creating a Test Plan.
 - Creating a Roll-back plan.

- b. If necessary, the proposed change could be prototyped to gather as much information as possible.

Change Approval Steps

1. Approval by senior member or delegated process manager of HIC Services that the RFC is required, before proceeding.
2. Approval by the CAG for non-standard changes.
3. All changes require a single senior staff or delegated process manager approval; the decision will be based on the RFC documentation, the impact and risks associated with the change, and external parties' input.
4. The CAG will review and decide on the non-standard change request.

Change Workflow Steps

1. **Change Building** - When a change is approved, it will be built as documented.
2. **Change Testing** – Following the approved test plan.
3. **Change Implementation** – Following the approved implementation plan, in the event of a failure, the roll-back plan will be implemented or an Incident raised.
4. **Post Implementation Review** – The change will be verified and reviewed with outcome reported back to the CAG.
5. **Standard Change Creation** – If applicable a standard change will be created to streamline future change requests. This will be reviewed by the CAG prior to availability for use.

Change Communication Steps

1. Following the communication plan stakeholders are kept aware of its status.
2. During all above stages of the Change Workflow, the stakeholders will be kept informed of the process.
3. This process is parallel to the Change Workflow and does not necessarily finish when the Change Workflow ends.

Change Documentation Steps

1. The process will be documented and stored within the Project Management system.
2. Relevant documentation will be created or updated by the staff responsible.
3. This process is parallel to the Change Workflow and does not necessarily finish when the Change Workflow ends.
4. This may involve, but is not limited to, training for staff and instructions/guidelines to users.

APPLICABLE REFERENCES

- For Definitions see ISMS Glossary

DOCUMENT CONTROLS

Process Manager	Point of Contact
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Revision Number	Revision Date	Revision Made	Revision By	Revision Category	Approved By	Effective Date
1.0	01/01.24	Moved SOP to Confluence from SharePoint and updated into new template	Bruce Miller and Symone Sheane	Superficial	HIC ISMS team member	10/01/24

1.1	04/04/24	Updated Roles and Responsibilities	Bruce Miller	Superficial	HIC ISMS team member	5/04/24
1.2	10/04/24	Formatted control document table and added on revision category	Symone Sheane	Superficial	HIC ISMS team member	10/04/24

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