SP3.03.03_001_SOP

IT change management

current version: 1.0

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version and modification control

version	date	reason for modification
1.0	07AUG23	approved version
0.1	27JUN22	initial draft version

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1   purpose

This document describes the change approval and implementation process as a result of a normal, urgent or emergency change request.

The purpose of this process is to control the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.

2   scope

2.1 in scope

All change request related to IT tools and IT infrastructure
- normal change request
- urgent change request
- emergency change request

2.2 out of scope

- change request as part of an ongoing project (see SOP "CxO project management")

3   normative references

ISO 9001:2015 quality management systems - Requirements
- § 8.1 operational planning & control

4   related documents

doc id	doc name
SP3.01.02_003_SOP	disaster recovery plan IT
SP3.03.01_003_SOP	manage IT incidents
SP3.03.02_005_SOP	operational tooling release management

5   definitions and abbreviations

5.1 definitions

| name	definition
PSA tool	tool used for ticket management, incl. prioritising, categorising, assigning, follow-up and reporting.
Onetrust	database used for inventory and security assessment of IT tools and data processing activities.
Incident	an unplanned interruption to or quality reduction of an IT service (ref.ITILv3).
IT tool	software (e.g. application or platform) used for the daily business operations

5.2 abbreviations

abbreviation	definition
CDO	chief digital officer
DP	data protection
IS	information security
ITM	IT manager
ECAB	emergency change advisory board
LT	leadership team
DPO	data protection officer
ISO	information security officer
PSA	professional service automation
SE	system engineer

abbreviation	definition
PD	program director CxO
TBO	tool business owner
TITO	tool IT owner
QMS	quality management system
SOP	standard operating procedure

6   procedure

6.1   process flow
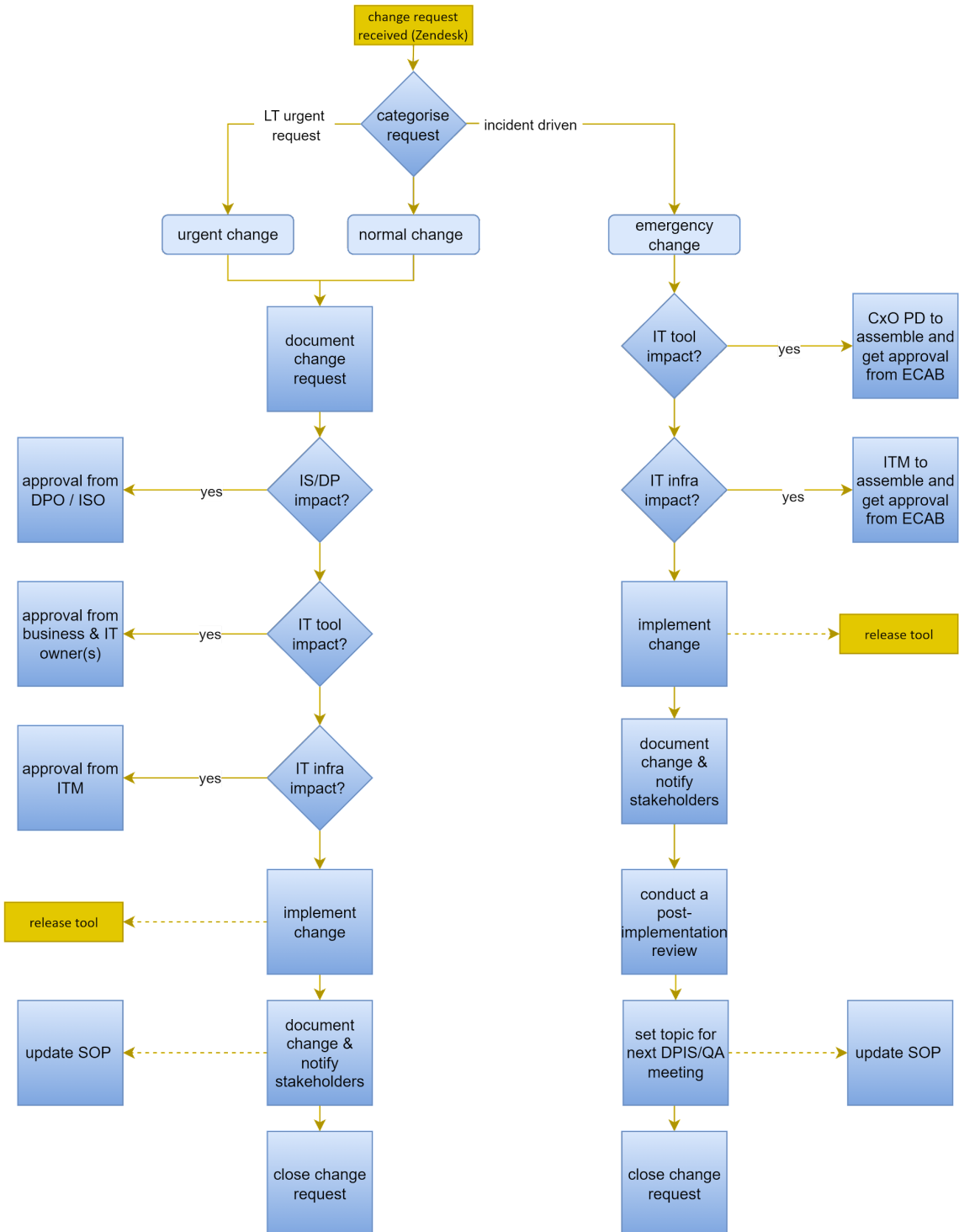
6.2 explanation of the process flow

Upon reception of a change request, the System Engineer categorises the type of change in the PSA tool. There are 3 types of changes: normal change, urgent change, and emergency change.

6.2.1 normal change

A normal change request is considered as routine change that follows a standard change implementation process during scheduled maintenance windows.

The change process starts by documenting all essential information in the PSA tool. This includes but is not limited to: "change description, reason for change, implementation plan, implementation owner and impact assessment".

- if the change has a potential impact on information security and/or data integrity, approval must be obtained by ISO and/or DPO before implementation of the change.
- change requests impacting an IT tool require approval from the tool business & IT owner before implementation. Each tool has a business & IT owner which are defined in Onetrust. Please note: if the change is related to a tool that is implemented in different operating companies, approval must be obtained from the business owners of all impacted operating companies.
- change requests impacting IT infrastructure require approval from the IT manager.

For traceability purposes, evidence of obtained approval shall always be stored in the PSA tool.

After obtaining approval, the change is implemented by the implementation owner (eg. supplier, CxO, Infra, System Engineer). This is done during the appropriate maintenance window. The System Engineer follows-up, documents in the PSA tool and notifies the stakeholders after implementation. If a change impacts a process of the QMS, QA is informed to update the concerned SOP.

For IT tools, SOP "operational tooling release management" is followed to release the IT tool after change implementation.

After implementation and notification of all stakeholders, the change request is closed in the PSA tool.

6.2.2 urgent change

An urgent change request arises when a change is needed to address a critical or time-sensitive situation that does not pose an immediate threat to the stability or functionality of the system. It is a high-priority request that requires prompt attention and implementation, but it allows for some planning and evaluation before execution. The urgency is driven by business needs or time constraints, not by a severe system disruption.

An urgent change request follows the same implementation process as a normal change request but ensures it highlights the urgency of the request. The urgency of the request and prioritisation can only be decided by LT.

6.2.3 emergency change

An emergency change request pertains to situations where an immediate alteration is necessary to resolve a severe incident or system failure that is actively impacting the system's stability, functionality, or security. It involves a direct threat to the organisation's operations, services, or infrastructure and requires immediate action to mitigate the issue and restore normal functioning. Emergency changes bypass the regular change management process to ensure a swift response.

The CxO Program Director assembles the emergency change advisory board (ECAB) responsible for change requests impacting IT tool(s). The ECAB consists of key decision makers who can quickly review and approve emergency changes. It may include the CxO Program Director, CEO, Data Protection Officer, Information Security Officer, Quality Director, Tool Business Owner(s) and Tool IT owner.

The IT Manager assembles the emergency change advisory board (ECAB) responsible for change requests impacting the IT infrastructure. This ECAB may include the IT Manager, CEO, Data Protection Officer and Information Security Officer.

After obtaining approval, the change is implemented by the implementation owner (eg. supplier, CxO, Infra, System Engineer). This is done as soon as possible while adhering to predefined controls and testing procedures. The change is documented in the PSA tool and stakeholders are notified according to the established communication plan.

A post-implementation review is conducted to assess the emergency change management process. The change and implementation plan is also set as a topic on the next DPIS/QA meeting.

6.3 responsibilities (RACI)

activity	responsible	accountable	consulted	informed
categorise request	SE	ITM/PD	-	-
normal and urgent change				
document change request	SE	ITM/PD	-	-
request approval	SE	ITM/PD	DPO/ISO - TBO/TITO - ITM	-
implement change	implementation owner	ITM/PD	-	SE
document change & notify stakeholders	SE	ITM/PD	-	stakeholders
close change request	SE	ITM/PD	-	change requester
emergency change				
assemble ECAB	ITM/PD	ITM/PD	ECAB	-
implement change	implementation owner	ITM/PD	-	-
document change & notify stakeholders	ITM/PD	ITM/PD	-	-
conduct a post-implementation review	ITM/PD	ITM/PD	-	-
set topic for next DPIS/QA meeting	ITM/PD	ITM/PD	DPO - ISO - QA - CDO	-
close change request	ITM/PD	ITM/PD	-	ECAB

7   annexes

doc id	doc name
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