



Change Control

Related policies:

- [Information Security Policy v1.3](#)

1. Purpose

This document is intended to provide general procedures for requesting, approving, and tracking changes for [XL.net](#) (XL) Personnel.

2. Scope

This procedure applies to changes to Production Systems that fall outside Standard Operating Procedures (SOP) or changes that would require an update to any controlled system documentation, diagrams or procedures. This procedure does not apply to pre-authorized, low risk, proceduralized maintenance changes.

3. Definitions

1. Production – any IT system that is in-use by staff and not otherwise designated as a development or non-production system.
2. Standard Operating Procedure (SOP) – Specific actions taken to achieve a business process.
3. Change – Significant modification to a system, document, diagram or process requiring tracking and approval during the implementation of the change. Examples include but are not limited to: firewall configuration changes, Network, Compute and Configuration SOP or policy changes, service pack updates, security fixes and physical configuration changes.
4. System – A technology based service that supports a business function. Systems include hardware, software, and process that may include people and business policy. Examples include but are not limited to: Servers, Storage, Networks, Active Directory, Backup, Exchange or any business software application.
5. XL PSA - Autotask, [XL.net](#) Inc.'s Professional Services Automation.
6. Personnel – All full-time and part-time employees both domestic and international as well as all temporary workers, contractors, consultants and business partners. This does not include client staff and vendors.
7. [Change Control Request Form](#) - Form used to submit change control requests.

4. Roles and Responsibilities

1. Change Team Leader – Service Delivery Manager, responsible for leading the Change Review Team (CRT) and holding periodic change review meetings at XL. Also responsible for providing regulatory approval for individual changes.
2. Chief Information Security Officer (CISO) or designee – Responsible for ensuring this policy is followed for changes made to production systems. Responsible for providing a designee for technical approval of individual changes.
3. Head of Finance/Administration – Responsible for providing financial approval for internal changes.

4. System Analyst (SA) – Responsible for coordinating change windows for individual changes.
5. [XL.net](#) Technology Officer (XLTO) – SA’s backup contact point with [XL.net](#) for approvals. Responsible for providing financial and regulatory approval for client changes.
6. All [XL.net](#) Personnel – Responsible for requesting changes needed to production systems and refraining from making undocumented changes to Production Systems.
7. Requestor – Responsible for submitting a Change Control Request Form or generating the Change Control (CC) ticket in XL PSA, identify persons, SMEs, etc. responsible for updating related documentation & diagrams.
8. SMEs (Subject Matter Expert) – Responsible for providing technical input for detailed change plans.
9. Change Implementer – Responsible for writing the pre change testing plan, post change testing plan and the back-out plan then getting required approvals before implementing the change and implementing the change.
10. Security Manager – Responsible for reviewing all change requests that involve internet facing services, firewalls, back-ups and disaster recovery.

5. References

1. [ISO 9000](#) – Quality Management
2. [NIST 800-53](#) – Security and Privacy Controls for Federal Information Systems and Organizations.
3. [PCI-DSS](#) – Payment Card Industry Data Security Standards.
4. [Quality Manual](#) – Internal [XL.net](#) document describing the policy requirements for this procedure.
5. [Accountability Chart](#) - Internal naming convention of roles at [XL.net](#) following EOS Traction model as a replacement for an organizational chart.

1 Create the Change Request

Create the Change Request in XL PSA or by filling out Change Control Request Form which will generate a XL PSA Change Request Ticket. Be as descriptive as possible about the change including timing, criticality and steps involved.

2 Change Team Leader reviews

The Change Team Leader reviews the change and confirms that the ticket is correctly entered with sufficient detail and that approvers are set correctly.

3 Change Implementer

The Change Implementer for the system being changed in step 2 then fills in the detailed specification for the change including the detailed steps for executing a back-out plan, update the associated change control ticket in the change control queue and has the plan reviewed by applicable SME(s).

4 Weekly Change Review Meeting

The Change Team Leader facilitates a review at a weekly Change Review Meeting ensuring approval from the approvers listed in each change and instructing the SA to identify the change window unless already identified in the XL PSA.

1. Should change need to be handled by Service Delivery, then approval must be obtained by the Change Team Leader.
2. Once approved the change will be handed to Service Delivery and scheduled for execution at the requested time.

5 Change Team Leader or Designee Notification

The Change Team Leader or Designee notifies applicable parties of the approved change and schedules a change window with the SME and XL.

6 Execute the change

The Change Implementer then executes the change as specified in step 3.

7 Completion notification

The Change Implementer updates the change control queue ticket, notifies applicable parties of the completed change window and follows up for any feedback.

8 Review of completed and cancelled changes

The Change Team Leader facilitates a review of completed and cancelled changes at a weekly Change Review meeting gaining consensus that the change can be closed.

9 Closing change requests

The Change Team Leader closes the change request when the Change Team approves completion of the change.

10 Emergency change requests

If a Change Control Request is marked as an Emergency Change Request, the President or Visionary may act as the Change Team Leader and immediately perform an on demand Change Review Meeting outside of the weekly scheduled meeting.