

# Itil

Technology, Information Technology



ALL SYSTEMS ADMINISTRATORS FROM THE OFFICE OF THE CHIEF OPERATIONS OFFICER CHANGE MANAGEMENT POLICY Effective immediately or upon receipt of this memorandum as evidenced by your signed receipt of this memorandum, you are hereby directed to stop the following activities:

Change the configuration of any or all of the production operating system and parts in the production environment.

Change the configuration of the firmware and hardware including its wiring and connectivity in the production environment.

Install active or non-active applications, software, modules or subroutines to any dormant or active applications, software, modules or subroutines in the production environment.

Partially or generally change the configuration of applications, software, module or subroutines in the production environment.

Without going through the proper procedure and securing the sign-off as defined in this memorandum. Failure to comply with the directive of this memorandum will be dealt with in accordance to the result of an investigation in accordance to the policies and procedures of the company.

This memorandum shall be in-effect until further notice.

Change Management Procedure:

1. Secure the approval of the system owner by documenting the change that would include its purpose, impact and requirements through its sign-off.
2. The proposed change shall be tested in a test environment that mirrors the production environment in every aspect.
3. The testing shall include all the affected users and owners of the module and data that will be affected by the change.

4. The testing shall also include the users and owners of the other modules that will be touched or updated by the change.
5. The proposed change shall be properly tested until the failure point of the change that signifies the change' limitation has been documented and known that would impact the service level of the production environment. Proper sign-off of the conduct and result of the test should be obtained from the Project Manager in charge of the project.
6. Data and system migration strategy should it be warranted is a means to minimize if not eliminate the down time if in case it is required. The strategy including its implementation plan should be signed-off.
7. Approval of the change shall then be secured from the Chief Information Officer through his sign-off.
8. Implement the change.

Please note that this memorandum is in accordance to the provisions of ITIL in particular 5. 1 under Service Transition.