
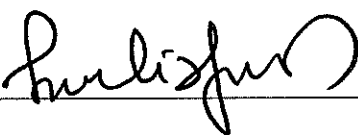




MANAGEMENT OF IT CHANGE

Prepared By:-	Approved By:-
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Date : 28/5/2025	Date : 28/5/2025

1.0 OBJECTIVE

The purpose of this procedure is to define the management of changes in IT production environment to ensure that all changes related to infrastructure and applications within the production environment are formally managed in a controlled manner. This procedure also includes the formal acceptance and making operational of new solutions at ITD. Changes are logged, assessed and authorized prior to implementation and reviewed against planned outcomes following implementation.

2.0 SCOPE

This procedure applies to infrastructure and application services changes to the production environment managed by the Information Technology Division.

3.0 ACCOUNTABILITY

Quality Assurance & Customer Care (QACC), Information Technology Division.

4.0 ABBREVIATION (If any)

4.1	COBIT	:	Control Objective for Information Technology
4.2	IT	:	Information Technology
4.3	ITD	:	Information Technology Division
4.4	QA Test	:	Quality Assurance Test is performed to ensure that the work performed did not cause unforeseen errors or consequences to other services, i.e. any change work tasks performed do not impact the environment.

5.0 REFERENCE

5.1 COBIT 5 Process Reference Guide

5.2 COBIT 2019

6.0 RECORD RETENTION PERIOD

No	Quality Records	Location	Retention Period	Responsibility
1.	IT Change Request Form	ITD Filing Cabinet/Cloud	3 years	Change Manager/Authorized change personnel
2.	IT Change Closing Form	ITD Filing Cabinet	3 years	Change Manager/Authorized change personnel
3.	Standard IT Change Catalogue	ITD Website	3 years	Change Manager/Authorized change personnel

7.0 PROCESS FLOW

