



Retirebest

Change Management Policy



**CHANGE MANAGEMENT POLICY FOR APPLICATION AND
INFRASTRUCTURE CHANGE**

for

RETIREBEST (PTY) LTD

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Company Change Management Process for Application-specific Changes

Change Request Initiation

A change request is submitted by a stakeholder or a user identifying the need for an application-specific change.

The request should include detailed information about the change, its purpose, and potential impact.

Change Assessment

The change management team assesses the change request to determine its feasibility and impact on the application.

They evaluate factors like resources required, potential risks, dependencies, and alignment with the company's goals.

Change Planning

A detailed plan is created for implementing the application-specific change.

This includes defining the scope, objectives, timeline, required resources, and potential risks or issues.

The plan should also identify the individuals or teams responsible for executing the change.

Change Review

The change plan is reviewed by relevant stakeholders, including the application owners, developers, and IT operations team.

Feedback and suggestions are gathered, and any necessary adjustments are made to the plan.

Change Approval

The change plan is presented to the directors for approval.

The CAB reviews the plan, assesses its impact on other systems or processes, and approves or rejects the change.

Change Implementation

Once approved, the change is implemented according to the agreed-upon plan.

This may involve application development, testing, deployment, and user training, depending on the nature of the change.

Change Validation



After implementation, the change management team validates the application-specific change to ensure it functions as expected.

Testing and monitoring are performed to verify that the change meets the desired outcomes without causing adverse effects.

Change Documentation

Detailed documentation of the change, including its purpose, implementation steps, and any relevant findings, is recorded.

This documentation serves as a reference for future change management activities and audits.

Change Communication

Throughout the change process, effective communication is maintained with stakeholders, users, and other relevant parties.

Regular updates, notifications, and training sessions are conducted to ensure awareness and understanding of the change.

Change Closure

Once the change has been successfully implemented and validated, it is officially closed.

A post-implementation review may be conducted to assess the overall effectiveness of the change management process.

Company Change Management Process for Infrastructure Changes

The change management process for infrastructure changes follows a similar framework to that used for application specific change, but with a focus on the underlying technology and systems.

Change Request Initiation

A change request is raised to propose an infrastructure change, such as network configuration, hardware upgrades, or software updates.

The request should provide details about the change, its purpose, and potential impact on the infrastructure.

Change Assessment

The change management team evaluates the proposed infrastructure change, considering factors like technical feasibility, resource requirements, potential risks, and impact on operations.

Change Planning

A comprehensive plan is developed, outlining the steps, timeline, resources, and potential risks associated with the infrastructure change.

Identify responsible individuals or teams for executing the change and coordinating with relevant stakeholders.

Change Review

The change plan is reviewed by technical experts, infrastructure owners, and other relevant parties. Feedback and suggestions are gathered to refine the plan and address any concerns or conflicts.

Change Approval

The change plan is presented to the directors for review and approval.

The directors assess the impact of the infrastructure change on the overall IT landscape and approves or rejects the change.

Change Implementation

Once approved, the infrastructure change is executed as per the defined plan.

This may involve tasks like hardware installation, software configuration, network reconfiguration, or data migration.



Change Validation

The change management team validates the infrastructure change by performing thorough testing and monitoring.

This ensures that the new infrastructure setup functions correctly, meets performance requirements, and does not introduce any vulnerabilities.

Change Documentation

Detailed documentation of the infrastructure change, including configuration details, network diagrams, and test results, is recorded.

This documentation serves as a reference for future maintenance, troubleshooting, and auditing purposes.

Change Communication

Throughout the change process, effective communication is maintained with stakeholders, system users, and IT teams.

Updates, notifications, and training sessions are conducted to ensure awareness and understanding of the infrastructure change.

Change Closure

Once the infrastructure change has been successfully implemented and validated, it is officially closed.

A post-implementation review may be conducted to assess the overall effectiveness of the change management process and identify any lessons learned.