



CROWN PAINTS KENYA PLC

ICT Change Management Policy


Version 1.0

25/7/2019



TABLE OF CONTENTS

1.0	PURPOSE	iii
2.0	SCOPE	iii
3.0	REFERENCES	iii
4.0	Terms and Conditions	iii
5.0	Principle Responsibility	iv
6.0	IT Change Management Process	iv
7.0	Internal Change Management Policy	vii
8.0	Vendors and Third Party Engagement Policy	ix
9.0	Compliance	

Approved: 
GAM

CEO 
ICT Change Management Policy

FD 



1.0 PURPOSE

The purpose of this policy is to set management direction and high-level objectives for Change Management and Control. This policy will ensure the implementation of change management activities are consistent, timely and effective with controls to mitigate inherent risks such as:

- Information being corrupted and/or destroyed;
- Systems performance being disrupted and/or degraded;
- Productivity losses being incurred; and
- Exposure to reputational risk.

2.0 SCOPE

The policy addresses management of the change management life cycle from recording a Request for Change (RFC), classification, evaluation, authorization, scheduling, testing, implementation, and review till closure of the requested change. The scope covers all ICT related infrastructure systems and equipment, applications, services, organization and documentation that the staff of Crown Paints Group rely on, in order to perform their normal duties. This policy applies to all permanent and temporary staff within the Company as well as contractors and visitors who work and/or visit the company and have a stake in any changes occurring in the Company's ICT Service environment. Implementing this policy is an important component of ensuring that potential threats to the overall ICT security installations are managed effectively. This is particularly the case given the shared nature of the electronic network, which has created inter-dependency among branches, departments and subsidiaries.

3.0 REFERENCES

In coming up with this policy framework, reference was made to the following documents and publications.

- a) ICT Policies and Procedures.
- b) COBIT/ISO standards.
- c) ISO 31000

4.0 Terms and Conditions

This policy is complimented by and should be applied together with other Policies of ICT Management of the company. The ICT manager is responsible for policy consistencies and addressing any issues of a conflicting nature.

This policy is applicable to all subsidiaries, divisions and business units within Crown Paints Kenya Group.

This document is subject to change from time to time in line with changing business, operational and security circumstances. All company policy changes are usually communicated internally. Persons are required to check with ICT department from time to time to for policy changes they may not be aware of.

5.0 Principle Responsibility

The ICT manager is responsible for ensuring this policy is implemented, adhered to and maintained.

Approved.....

GAM.....

CEO.....

ICT Change Management Policy

FD.....



6.0 IT Change Management Process

The primary goal of the IT change management organization is to accomplish IT changes in the most efficient manner while minimizing the business impact, costs, and risks. All IT changes within the company will be documented in the company's selected technology platform. To achieve this, the change management process includes the following primary steps:

- **Formal Request for Change.** All requests for change will be documented within the company's selected technology platform by creating a new change record. The completion of a new Request for Change will be completed by the Change Coordinator designated by the ICT department with input from the Change Requester.
- **Categorize and Prioritize the Change.** The Change Coordinator will assess the urgency and the impact of the change on the infrastructure, end user productivity, and budget.
- **Analyze and Justify the Change.** The Change Coordinator works with the change requester and the change initiator to develop specific justification for the change and to identify how the change may impact the infrastructure, business operations, and budget. The Change Coordinators use this information to further research and develop an extensive risk and impact analysis. When completing the analysis of the change, the Change Coordinator must ensure they consider the business as well as the technical impacts and risks.
- **Financial Impact Assessment.** Where a change has a financial impact on the accounts and balance sheet of the company, this will be scoped and put before the finance director for approval before processing it further. All Changes that hinge on financial value flow touching on Assets, Liabilities, Expenses, Revenue, Accruals and Deferrals etc. fall within this category irrespective of the materiality involved.
- **Approve and Schedule the Change.** The Change Coordinator uses the company's selected technology platform to record an efficient process for routing the Request for Change (RFC) to the Change Coordinator, technical approvers, business approvers and, in the event of a major or significant change, to the management for approval or rejection of the change.
- **Test the Change.** All changes will be subject to test involving users to satisfy that objectives of the change have been met without compromising other aspects of system operation. A user sign off will be required before changes are deployed into production.
- **Plan and Complete Implementation of the Change.** This process includes developing the technical requirements, reviewing the specific implementation steps and then completing the change in a manner that will minimize impact on the infrastructure and end users.
- **Document the Change.** Adequate documentation will be maintained of all changes identifying each change by version numbers and indicating the sequence of restoration of previous versions
- **Post-Implementation Review.** A post-implementation review is conducted to check whether the change has achieved the desired goals. Post-implementation actions include deciding to accept, modify or back-out the change; contacting the end user to validate success; and finalizing the change documentation within the company's selected technology platform.

Approved:

GAM.....

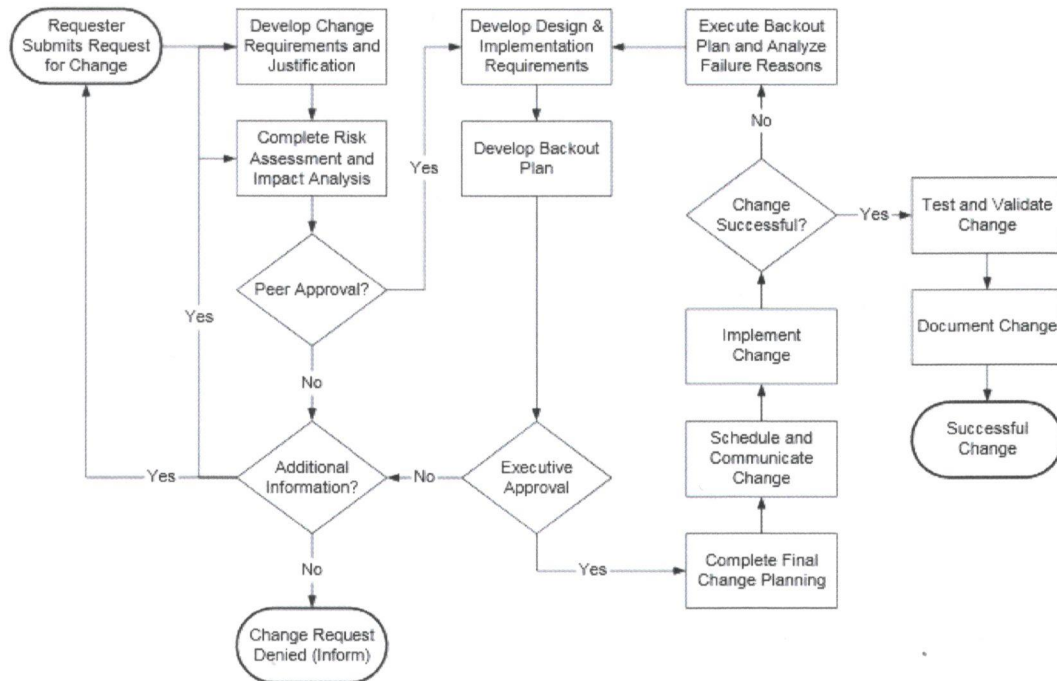
CEO.....

ICT Change Management Policy

FD.....

Page iv

General Change Flow Chart



Approved: _____

GAM. _____

CEO. _____
ICT Change Management Policy

FD. _____



7.0 Internal Change Policy

- 7.1 All changes to configurations, systems, applications or equipment that could potentially affect the work of more than one person should follow the appropriate ICT change management procedures to minimize adverse impacts of those changes to business operations and the users of ICT Services.
- 7.2 To initiate a Change, a Request for Change (RFC) will be submitted by an authorized person and contain enough information to evaluate the business benefits and the risks associated with the change.
- 7.3 All RFCs will be classified based on category (system sub area/module) and urgency and the procedures for change management appropriate to the classification shall be followed. All RFC's will be logged and tracked within the Group's ICT help desk systems.
- 7.4 Each change shall be classified according to the category of change requested, risk/impact on service and the urgency of the request. This will be used to determine the procedures that are to be followed.
- 7.5 The evaluation will take into consideration: feasibility; human and physical resource requirements and costs; impact on the services provided to internal and external customers during the change; impact on services provided following the change; and inherent information security issues and risks.
- 7.6 A designated manager for the functional area should authorize the change based on the recommendation of the evaluation.
- 7.7 The change should be scheduled at a time that will minimize disruption to services given the urgency of the request. Notification on the time, duration and services that could potentially be affected should be sent to all customers potentially affected by the change.
- 7.8 A roll-back plan should be developed and implemented before the change is carried out.
- 7.9 Where required the change should be tested successfully in a test environment and a user sign off obtained before the change is implemented.
- 7.10 The change should be made at the scheduled time and customers should be notified on the results of the change once complete.
- 7.11 All changes should be reviewed once complete to ensure that the objectives have been met and any lessons learnt have been documented.
- 7.12 There will be a single defined set of Change & Release Management Processes
- 7.13 The Change & Release Management process will be shared with key 3rd Party suppliers
- 7.14 No changes will be approved if they only partially fulfill the requirements of these Change guidelines.
- 7.15 Any formal procedures and standards lacking but needed to support this policy, will be documented by ICT management and updated from time to time.
- 7.16 Changes that are routine, standard, repeatable in nature and subject to agreed & tested procedures will be defined accordingly and 'pre-approved' to allow for speedy implementation. Such are expected to be few.
- 7.17 The ICT/Change Manager will have overall responsibility and authority to approve or reject Changes
- 7.18 Where needed because of budget and materiality consideration, company Management or Board will meet to discuss and approve high impact Change, and approve release of a project activity schedule.
- 7.19 All Change records (RFC) will be kept up to date with appropriate status updates by the change owner
- 7.20 Information relating to Change activity will be made available to all ICT staff via a Change & Release Calendar
- 7.21 All change management procedures will provide defined roles:
 - **Change initiator:** The person authorized to request changes to the process.

Approved:

GAM.....

CEO.....

ICT Change Management Policy

FD.....

Page vi



Crown Paints Kenya Plc

- **Change Manager/authorizer:** The person, who reviews the evaluation, authorizes and oversees the change process.
- **Change implementers:** The team or person, who carries out the evaluation and the implementation of the change.
- **Process owner:** The owner of the process being changed, who confirms closure following the successful completion.

7.22 All change management procedures will indicate the level of involvement of each role in each activity. The level of involvement should be one of the following:

- Responsible
- Accountable
- Consult
- Inform

Crown Paints (K) Ltd.
Internal Audit Department
Nairobi.



Approved:

GAM.....

CEO.....

ICT Change Management Policy

FD.....

Page vii

Application Change Request Form

1.) SUBMITTER - GENERAL INFORMATION

CR#				
Type of CR	<input type="checkbox"/> Enhancement	<input type="checkbox"/> Defect		
Device Name (Tick where applicable)	<input type="checkbox"/> Server/Application	<input type="checkbox"/> Router	<input type="checkbox"/> Network	
Employee Name				
Brief Description of Request				
Date Submitted				
Date Required				
Priority	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	<input type="checkbox"/> Mandatory
Reason for Change				
Other Services Impacted				
Comments				
Attachments or References	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
	Link:			
Approval Signature	[HOD]	Date Signed		

2.) PROJECT COORDINATOR - INITIAL ANALYSIS

Hour Impact			
Duration Impact			
Schedule Impact (any effects on routine schedules)			
Cost Impact			
Comments			
Recommendations			
Approval Signature	[Approval Signature]	Date Signed	

3.) DIRECTORS (FINANCE DIRECTOR OR CEO)– DECISION

Decision	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved with Conditions	<input type="checkbox"/> Rejected	<input type="checkbox"/> More Info
Decision Date				
Decision Explanation				
Conditions				
Approval Signature	[Approval Signature]	Date Signed		