



# Change Management Policy

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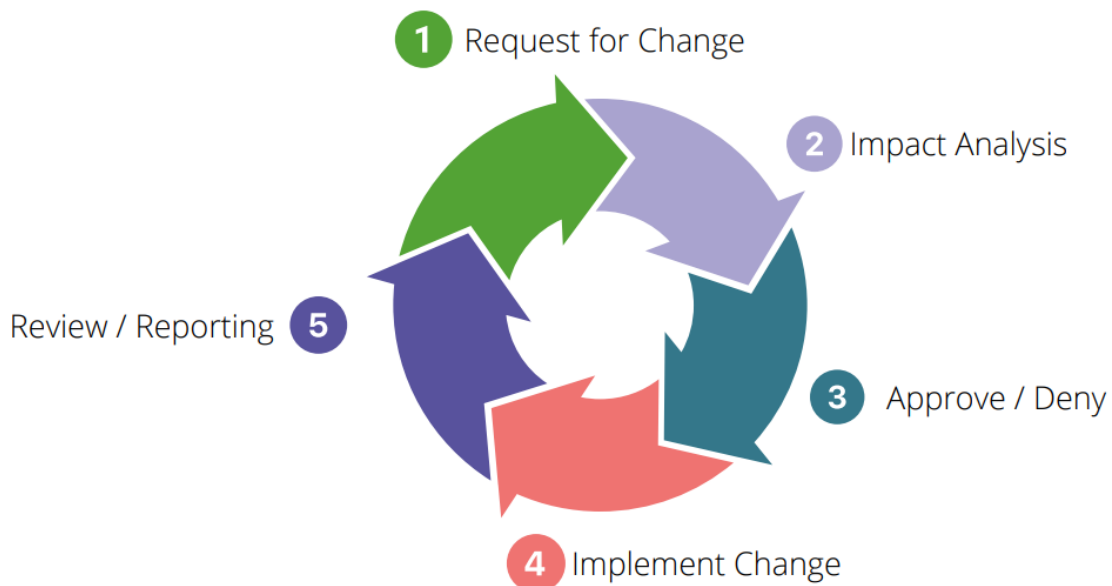
# INTRODUCTION

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Effective change management helps organization to handle changes in a structured and organised way. It's crucial for the Foresight Cyber's success. The main goal is to make sure everyone understands and accepts changes, and to make changes without causing problems for services and customers. The organization should have a document that explains how to do change management.

In this document, we'll talk about how to document changes during the change management process. There are several steps in this process: request for change, impact analysis, approve/deny, implement change, review, and reporting. It's important to keep track of changes all along the process. Many organizations use special software to manage these changes. Smaller ones might use simple forms to do it manually. No matter how it's done, important information needs to be recorded for each change. This information helps others review and approve the change.

## Change Management Process



# CHANGE MANAGEMENT PROCESS

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## 1.2 Request for Change

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In the change management process, Request for Change (RFC) is a critical component. An RFC is a formal proposal that outlines a proposed change to a system, process, or service within an organization. It serves as a structured way to communicate and manage changes. Here are the key attributes that are mandatory for any RFC:

- **Description:** RFC should provide a clear description of the proposed change. This description should include details about what the change entails, why it is needed, and the expected benefits.
- **Justification:** Include a justification for the change. This explains the reasons behind the change.
- **Scope:** Define the scope of the change. This clarifies what parts of the organization or system will be affected by the change.
- **Timeline:** Provide a proposed timeline for the change, including key milestones and deadlines. This helps in understanding the schedule for implementation.

In Foresight Cyber (FC) we are using Request Tracker (RT) to raise RFCs. Follow a guide how to create a RFC ticket: [Request for change](#).

## 1.3 Impact analysis

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In the change management process, conducting a thorough impact analysis is essential to assess the potential effects of a proposed change on an organization's systems, processes, and operations. Here are the key attributes that are important for identifying impact:

- **Identify Dependencies:** Determine any dependencies between the components that will be affected by the change and those that won't.
- **Major changes:** encompass significant alterations or upgrades to hardware, software, systems, or processes that have a substantial impact on FC's IT infrastructure.
- **Minor changes:** involve smaller, routine adjustments or updates to IT components with minimal impact on the overall IT infrastructure.

In FC we are using iTop to view potential impact. This tool visually shows dependencies to the assets that are required for change. An expert must assess the genuine impact.

## 1.4 Approve/Deny

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In the change management process, the approval or denial of proposed changes is a critical step that ensures that changes are implemented in a controlled and well-informed manner. Here are the key attributes that are important for the approval or denial stage:

- **To consider:** Assess the proposed change aligns with the operational requirements, and business objectives. The change should contribute to overall improvement or advancement.
- **If denied:** Provide justification, why the RFC is denied.
- **If approved:** Move to implementation stage.

In FC, the approval/denial can be done only by Chief Information Officer (CIO), for major changes. The minor changes can be approved by senior.

## 1.5 Implement change

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Implementing a change in the change management process is a crucial phase where the proposed changes are put into action. Here are the key attributes that are important for successful implementation:

- **Clear Plan:** Have a well-defined execution plan.
- **Communication:** Communicate changes with all stakeholders.
- **Preparation:** Ensure that teams have the tools they need to carry out the change.
- **Rollback plan:** Have a backup plan in place in case the implementation faces the problems.
- **Implementing change:** Do the implementation if steps above were fulfilled.
- **Testing:** Test the environment after the changes.
- **Monitoring:** Monitor the behaviour of the environment for upcoming days.
- **Result:** After all steps above have been completed. Move to the Review/Reporting stage.

In FC, implementation process needs to be documented in RFC ticket.

## 1.6 Review/Reporting

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In the change management process, the "Review and Reporting" phase is crucial for evaluating the outcomes and effectiveness of the implemented changes. Here are the key attributes that are important for review and reporting:

- **Outcome:** Prepare a summary of Implementation process.

- **Communication:** Communicate the overall process of the changes with all stakeholders.
- **RFC:** Change ticket can be closed.

## Revision History

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Table 1 – Revision History

Version	Revision Date	Note	Approved by
1.0	2023-10-23	First version	Vit Policar

## Appendix: Abbreviations and Acronyms

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The most common abbreviations and acronyms used in the change management document are listed below.

CIO	Chief Information Officer
FC	Foresight Cyber
RFC	Request for Change
RT	Request Tracker

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