

Note on IRIS' Change Management Policy

IRIS Business Services Limited

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Change Management Policy

The Change Management document details the processes for Product development, implementation and its maintenance. This also details the processes for any major customizations that will be handled as a project.

All activities related to version management, patches, and hot fixes go through a Change management policy. No changes are made to the production environment on an ad-hoc basis and all changes need to be a part of the change management cycle with required approvals from the Business team and Product Manager.

The **Change Management Process** is defined below:

1. Product development is carried out on Agile SCRUM model.
2. Type of Change is determined by Product Owner.
3. Product owner prioritizes the user stories as per category of change in the Product Backlog.
4. Business Analyst (BA) provides the requirements as User Stories also known as change description under Product Backlog in consultation with domain team and Product owner.
5. Information Security Coordinator provides information security requirement.
6. Each User story adheres to the INVEST (Independent Negotiable Valuable Estimable Small Testable) criteria.
7. BA shall further divide user story into sub tasks/story points and efforts estimated for each story point in discussion with development team.
8. Sprint team will be formed to work on the sprints and the product development will be split into multiple sprints.
9. The duration of each Sprint will be two weeks. The duration may change depending on the needs.
10. User Stories will be estimated and added to the Sprints for further development.
11. BA details the User stories to the sprint team during the sprint plan meeting.
12. Sprint team commits to the deliverables and starts the sprint.
13. Sprint team evaluates the current status and any impediments shall be reported to scrum master.
14. Sprint team will deliver the development after rigorous testing at the end of each sprint.
15. BA shall provide sign-off for each sprint output.
16. At the end of each sprint, the code will be moved to the repository and will be published in the target environment (Development Environment/ User Acceptance Testing (Stage)/ Production Environment).
17. The next Sprint will start the following week and follow the above model ensuring continuous development and integration.

Product Support

1. After successful product implementation, Client Manager continues to support the customer.
2. Customer reports product defects (if any) using a formal mail to respective client managers.
3. Client Manager ensures that the product issues (if any) are addressed immediately with the support of Product development and QA team.
4. Product support will be provided to the customer as per the contract.

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