IRIS BUSINESS SERVICES LIMITED



Change Management Procedure

Version 1.4

April – 2023

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Document Information

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Prepared By	HOD - Product Development	**Document Owner**	HOD - Product Development
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Distribution: To all employees and relevant consultants, contractors, vendors and third parties of the Iris Business Services Limited (IBSL).

Review history:

	Author	Date	Review details	Version Number
1	CISO	March 2018	Initial release	Ver 1.0
2	CISO	March 2019	No Change required	Ver 1.0
3	HOD - Product Development	September 2020	Annual Review	Ver 1.1
4	HOD - Product Development	October 2021	Annual Review	Ver 1.2
5	HOD – Product Development	August 2022	Annual Review	Ver 1.3
6	HOD – Product Development	April 2023	Annual Review/ Change Management Committee Member Changed From Sabu O to Mahesh Tilave	Ver 1.4

Summary of changes from the previous release

Sr. No.	Version	Brief Description of the change(s) made

1	1.0	Initial Release
2	1.1	Annual Review
3	1.2	Added: ● Monitoring ● Rollback Plan ● Records ● Exceptions
4	1.3	Annual Review

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1.0 Process Summary

This 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.

2.0 References

ISO 27001:2013

3.0 Definitions and Acronyms

Acronym/Term	Full Form/Definition
BA	Business Analyst
DEV	Development Environment
UAT	User Acceptance Testing (Stage)
PROD	Production Environment
Agile Scrum Methodology	Agile Scrum Methodology is one of the popular Agile software development methods. This Methodology is a combination of both Incremental and Iterative model for managing product development.
INVEST	INVEST is an acronym that can help a Product Manager or Developer create quality user stories. INVEST stands for Independent, Negotiable, Valuable, Estimable, Sized-Appropriately, Testable.
Sprint	A sprint is a short, time-boxed period when a scrum team works to complete a set amount of work.
Scrum Team	A cross-functional, self-organizing group of dedicated people (Group of Product Owner, Business Analyst, Developer's and QA's).
User Stories	User Stories are not like traditional requirement documents. In User Stories, stakeholders mention what features they need and what they want to achieve.
Sprint Backlog	Group of user stories which scrum development team agreed to do during the current sprint (Committed Product Backlog items)

4.0 Process Inputs

- Product Backlog
- Business Requirements
- Change Requests

5.0 Entry Criteria

- Product Development - Sprint Kick off
- Product Implementation - User Stories
- Product Support – Implementation sign off

6.0 Procedure

6.1 Change Management Process

1. Product development is carried out on Agile Kanban model
2. Type of Change is determined by the Product Owner.
3. Product Owner maintains a Product Backlog by prioritizing the user stories as per category of change
4. Domain team provides the requirements as per User Stories also known as change description under Product Backlog in with the Product owner
5. Information Security Coordinator provides information security requirement and approval on the proposed change
6. Each User story will adhere to the INVEST (Independent Negotiable Valuable Estimable Small Testable) criteria
7. User stories are discussed with the development team and accordingly points, complexity, severity, efforts are estimated and the story is divided into different tasks.
8. A Kanban board is created with different sections i.e. To Do, In Progress, Testing, Completed.
9. When a developer is available, the top most user story from the product backlog is taken and placed in the Kanban Board and assigned to the developer.
10. When the developer takes a task to be developed from the user story, he moves it from To Do to In Progress section. When the developer completes development of a task, it's moved to the testing section.
11. The tester takes up the task for testing and if there are no defects found he moves it to Completed section. And if there are defects found, he creates a bug and assigns it to the developer. These defects are visible in the To Do section to the developer.
12. The code is then moved to the repository and published in the target environment (DEV / UAT / PROD)

6.2 Monitoring

The changes shall be monitored by PM for implementation of the same within the agreed timelines. The PM shall also ensure that all users and departments affected by the change are informed.

6.3 Product Support

1. After successful product implementation, Client Manager continues to support the customer
2. Customer report 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

7.0 Rollback Plan

If a change fails during implementation, or cannot be completed within the approved implementation period, it must be either backed out within the approval.

Rollback plans should include:

- A detailed step-by-step procedure for reversing the change
- Back out risk
- Detailed testing plans

If a change was not completed and backed out, all parties impacted by the unsuccessful completion of the change must be notified. If the change activity will be re-attempted, a new request must be submitted referencing the backed-out Change Request.

8.0 Records

PM shall maintain all documents and data related to change management for future reference and audit purposes. All changes to the system for any particular Change Management Request should be traceable.

9.0 Validation Criteria

- UAT Signoff

10.0 Process deliverables

- Change request form

11.0 Exceptions

Deviations from the above-mentioned Policy shall be based on the business justification and risk assessment. Deviations shall be executed by the technology team post necessary approval exceptions grant, modifications, revocations shall be recorded.

Change Management Committee

Sr.no	Name	Designation

1	Deepta Rangarajan	Director
2	K.Balachandran	CFO
3	P K X Thomas	CIO/CTO
4	Mahesh Tilave	IT Infra & Security Head
5	Pradip Dey	Service Delivery Head
6	Mayank Sharma	Product Manager- GST
7	Hemant Karale	Product Manager- iDeal
8	Ashish Singhvi	Product Manager- Iris Carbon
9	Nisha Rai	HR Head