

Change Control Policy

(Classification and Handling -Safeguarding Sensitive and Confidential Information)

Version: 1.2

Proprietary Notice: This document contains proprietary information that is confidential in BPO Convergence Company. Disclosure of this document in full or in part, may result in material damage to BPO Convergence. Written permission must be obtained from BPO Convergence prior to the disclosure of this document to a third party.

Document Revision History:

VERSION NO.	REVISION DATE	AUTHOR	REVIEWED BY	APPROVED BY	DESCRIPTION
1	28/6/2022	Gyan Singh	P.Sahoo	Amit Sobti	Reviewed
1.1	28/6/2023	Gyan Singh	P.Sahoo	Amit Sobti	Reviewed
1.2	28/7/2024	Gyan Singh	P.Sahoo	Amit Sobti	Reviewed

1. Purpose:

The purpose of this Change Control Policy is to ensure that all changes to the organization's systems, infrastructure, software, or processes—whether initiated by client requirements or internal decisions—are systematically planned, reviewed, approved, and documented. This policy aims to mitigate risks, maintain consistency, and ensure that all changes align with business objectives.

2. Scope:

This policy applies to all changes made to systems, applications, infrastructure, hardware, software, and processes within the organization. It includes both internal decisions and client-driven requests.

3. Change Classification:

Changes are categorized into two types:

- **Internal Changes:** Changes initiated internally within the organization, such as process updates, system upgrades, or infrastructure changes.
- **Client Changes:** Changes required by clients, including modifications to services, software, or systems as per client specifications.

4. Change Management Process:

4.1. Change Request Submission:

- A **Change Request (CR)** must be submitted for any proposed change, regardless of whether it is client-driven or internally initiated.
- The CR must include a clear description of the change, its rationale, the anticipated impact, and the resources required.

4.2. Review and Assessment:

- The **Change Advisory Board (CAB)** or relevant review team will evaluate the potential risks, benefits, and resource requirements of the change.
- For **client changes**, the impact on client deliverables, timelines, and service levels must be considered.
- For **internal changes**, the potential effect on operational efficiency, security, and compliance must be assessed.

4.3. Senior Management Approval:

- All changes, regardless of origin (client or internal), must receive approval from senior management before implementation.

- Senior management will review the impact, urgency, and alignment with business objectives and approve or reject the change request accordingly.

4.4. Change Implementation:

- Once approved, the change will be scheduled for implementation. The implementation will be planned carefully, ensuring minimal disruption to operations.
- **Testing and Validation:** Any change, especially those that affect client-facing systems or critical business operations, must undergo testing and validation to confirm it meets the desired objectives without introducing new risks.

4.5. Documentation and Logging:

- All changes, including the reason for the change, approval details, and implementation outcomes, will be logged in a email.
- The email's will be accessible for auditing and future reference.

4.6. Communication:

- Relevant stakeholders, including employees, clients (if applicable), and any third parties, will be notified about the planned changes and any potential impact on business operations.
- If necessary, training or support documentation will be provided to ensure smooth adoption of the change.

4.7. Post-Implementation Review:

- After the change has been implemented, a post-implementation review will be conducted to assess the effectiveness of the change and whether it met its objectives.
- Any issues identified during the review will be addressed promptly.

5. Approval Workflow:

- **For Client Changes:** All client-required changes must be approved by the relevant client representative and senior management.
- **For Internal Changes:** All internal decisions requiring changes must be reviewed and approved by senior management prior to implementation.

6. Roles and Responsibilities:

- **Change Requestor:** Responsible for initiating the change request and providing all necessary details.
- **Change Advisory Board (CAB):** Reviews and assesses the change request, evaluates risks, and provides recommendations.
- **Senior Management:** Provides final approval for all changes, ensuring alignment with organizational goals and minimizing risks.

- **IT/Implementation Team:** Responsible for implementing the approved changes and ensuring they are executed according to the agreed plan.

7. Compliance and Auditing:

- All changes will be audited periodically to ensure compliance with the Change Control Policy and to identify areas for process improvement.
- Non-compliance with this policy may result in corrective actions, including disciplinary measures.