

Sonata Finance Private Limited

Change management Policy

Ver 1.0

Classification: *Internal use*

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Version History

Sl No	Description of change	Version number	Date
1	First release	1.0	16 th April 2018

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Introduction:

Management of changes to the Software or other aspects of IT due to change in requirements or for other reasons is a critical activity, and need to be managed effectively to minimize adverse incidents and disruptions.

Purpose:

The purpose of this document is to define SFPL wide change management policy enabling the effective management of changes to Information Systems, software, applications, hardware, IT infrastructure being used in the organization

Change management policy

1. The following principles will govern all change management activities
 - a. All changes shall be identified and recorded.
 - b. Impact analysis for changes shall be carried out.
 - c. Severity and priority for all changes shall be identified and documented as per defined procedures.
 - d. Changes shall be approved prior to implementation planning.
 - e. Implementation shall be planned and communicated to relevant stakeholders.
 - f. Rollback procedures including responsibilities for aborting and recovering from unsuccessful changes and unforeseen events shall be documented.
 - g. Emergency changes shall be defined and implemented as per defined procedures.
 - h. Responsibilities shall be assigned for implementing changes end-to-end.
 - i. Supporting documentation for changes shall be retained post implementation of changes.
 - j. Changes carried out shall be analyzed and actions including corrective actions shall be taken.
 - k. Changes shall be implemented only after suitable testing has been carried out.
2. All change requests must be submitted in accordance with Change Management Procedure so that the respective Heads of Departments can review the request, determine and review potential impact, and make the decision to approve the request.

Implementation

1. This Board approved Change management Policy shall be implemented within SFPL by relevant teams and departments.
2. Compliance to this policy and implementation status shall be evaluated at least annually in keeping with assurance requirements indicated above and reported to the Board.

