Adap.tv Production Environment Change Management Policy

An Corporate Guide

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MANAGEMENT CHANGE MANAGEMENT POLICIES COVER ALL STEPS REQUIRED FOR INTRODUCING CHANGES TO THE PRODUCTION ENVIRONMENT.

This document defines Adap.tv controls so that any change to the PRODUCTION ENVIRONMENT is **anticipated, trackable** and **auditable**. This Production Environment Change Management Policy protects Adap.tv Production Environment from unauthorized changes.

A change is defined as any alteration to:

- software
- hardware
- any aspect of the data processing environment and its attached networks.

This policy applies to all employees, contractors, consultants, temporaries, and other workers at Adap.tv, including those workers affiliated with third parties who require access to information systems at all locations.

Only changes that conform to the process described in this document are authorized for implementation.

NOTE: This document contains OUTDATED MATERIALS and is available for example purposes only.

Overview

The focus here is on the entire application. Designing and implementing controls are to mitigate identified risks and monitor them for continued effectiveness.

Within these standards are the rules of conduct relating to controlling change i logical and physical environments:

- Change Management Policy Reviews
- Change Management Policy Responsibilities
- Change Announcement
- Change Review
- Change Approval
- Implementation
- Testing
- Control
- Announcement

Logical Production Environment

The logical environment is code and databases. The production environment control factors are designed to set up reviews for approval or denial of proposed changes. By setting up approver signators and using industry standard software control systems, Git and Gerrit, Adap.tv creates an accountability and auditing trail and keeps a full revision tracking of changes to the logical environment.

Approvers

Changes to the logical environment are reviewed by Approvers. The Approvers name list for the logical environment is updated quarterly (or sooner if necessary).

Change Management Policy Reviews

Change Management policies, designed to protect the integrity of program code, include:

- approvers review and approve or reject proposed changes to any logical production environment changes.
- The software development procedures, designed to ensure product development projects are trackable and auditable.

Adap.tv software controls are:

- *Gerrit*, a software code review tool
- *Git*, a revision control and source code management system

Program Management ensures that changes follow the Change Management Procedure and annually reviews and updates Change Management policies when necessary.

Change Management Policy Responsibilities

Everyone at Adap.tv has a potential role and corresponding responsibility with regards to Change Management.

Change Announcement

manages the life cycle of all the systems supporting the company's business and technical objectives. As such, all the processes and procedures relating to change control and management are defined in this document. All changes must be pre-approved.

Changes include the following:

- new development by Client request
- new development by Strategy request
- minor/routine improvement
- major/significant improvement
- emergency/unscheduled fix

Change Review, Approval, Testing, Control, and Announcement

Changes include these documents and processes:

- requirements and designs are reviewed by Approvers
- code is released after testing and beta cycles
- a rollback/recovery plan in case of failure
- a post-change test to check that the change is successful
- announce new release(s)

Physical Production Environment

The physical environment i hardware and networks. The production environment control factors are in the design to review and approve/deny proposed changes. Specifically, Jira is the Industry standard software control system Adap.tv uses to keep the complete history of equipment changes to the physical environment.

Monitoring IT controls maintain an effective operation over time. IT controls are reviewed by Approvers. The Approvers name list for the physical environment is updated quarterly (or sooner if necessary).

Change Management Policy Reviews

Change Management policies, designed to minimize hardware failures, include:

- management standards, policies and procedures
- hardware/software configuration review and approvals
- defined installation and de-installation requirements
- testing and certification of performance levels and network continuity

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Adap.tv physical environment control is:

- *Jira* (Operations-issue type), a tracking and project management tool

Program Management ensures that changes follow the Change Management Procedure and annually reviews and updates Change Management policies when necessary.

Change Management Policy Responsibilities

Everyone at Adap.tv has a potential role and corresponding responsibility with regards to Change Management.

Change Announcement

Adap.tv manages the life cycle of all the physical environment systems supporting the company's business and technical objectives. As such, all the processes and procedures relating to change control and management are defined in this document. All hardware and network changes must be pre-approved.

Changes include the following:

- new equipment installation by Client request
- new equipment installation by Strategy request
- minor/routine upgrade
- major/significant upgrade or swap-out
- emergency/unscheduled repair

Change Review, Approval, Testing, Control, and Announcement

Changes include these documents and processes:

- requirements and designs are reviewed by Approvers
- hardware is tested prior to installation
- a recovery plan in case of failure
- a post-change test to check that the change is successful
- announce the new hardware or network change

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