



Shretron India Limited

Revision History

Version	Issue Date	Prepared By	Approved By	Changes
1.0	02.04.2021	Vaneet Soni	A P Panwar	Initial Draft

1. Purpose

Change Management refers to a formal process for making changes to IT systems. The purpose of change management is to increase awareness and understanding of proposed changes across AUA and its systems and ensure that all changes are made in a thoughtful way that minimizes negative impact to services and customers.

2. Scope

This divisional policy applies to all changes to architectures, tools and IT Services provided by AUA. Modifications made to non-production systems (such as testing environments with no impact on production IT Services) are outside the scope of this policy.



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3. Change Management Policy

Changes to information resources shall be managed and executed according to a formal change control process. The control process will ensure that changes proposed are reviewed, authorized, tested, implemented, and released in a controlled manner; and that the status of each proposed change is monitored. In order to fulfill this policy, the following statements shall be adhered to:

1. A current base line configuration of the information system and its components shall be developed, documented and maintained.
2. A current inventory of the components of the information system along with the owner shall be developed, documented and maintained.
3. The base line configuration of the information system shall be updated as an integral part of the information system component installation.
4. Changes to the information system shall be authorized, documented and controlled by the use of formal change control procedure.
5. Changes in the configuration of the information system shall be monitored through configuration verification and audit processes.
6. The information system shall be configured to provide only essential capabilities and shall prohibit and/or restrict the use of specific functions, ports, protocols, and/or services. A list of prohibited and/or restricted functions, port, protocols etc. shall be defined and listed.
7. The inventory of the information system components shall be updated as an integral part of the component installation.

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