BWEvents LLC
Change Management Policy

Revision History

Version	Date	Author	Description of changes
1.0	02/01/2022	Satish Baniya	Initial Release
1.1	05/01/2023	Satish Baniya	Review and updates

1. Purpose:

The Change Management Policy of BWEvents outlines the principles, procedures, and responsibilities for managing changes to the organization's systems, processes, and infrastructure. The policy aims to minimize the risk of disruptions, ensure the stability of services, and promote efficient and controlled change implementation.

2. Scope:

This policy applies to all employees, contractors, vendors, and third-party service providers who are involved in planning, requesting, or implementing changes to BWEvents' technology systems, business processes, and operational infrastructure.

3. Policy Statement:

BWEvents is committed to ensuring that changes to its systems and processes are managed effectively and with minimal impact on business operations. The organization recognizes the importance of following a structured and controlled approach to change management to maintain the stability and reliability of its services.

4. Change Management Process:

4.1. Change Request:

Any proposed change must be documented and submitted as a formal change request. This includes changes to hardware, software, configurations, procedures, and organizational structure.

4.2. Change Assessment:

The Change Management Team will review and assess each change request to determine its potential impact on business operations, security, and other relevant areas. The team will consider factors such as urgency, risk level, resources required, and alignment with business objectives.

4.3. Change Approval:

All changes will require approval from the designated Change Advisory Board (CAB) before implementation. The CAB will consist of representatives from relevant departments, including IT, operations, security, and management.

4.4. Change Implementation:
Changes will be implemented following a predefined schedule and according to approved procedures. The Change Management Team will ensure that all necessary tests and validations are performed before deployment.

4.5. Communication:
The Change Management Team will communicate approved changes to relevant stakeholders, including employees, customers, and vendors, as appropriate.

4.6. Documentation:
Comprehensive documentation of all changes, including their impact, implementation details, and post-implementation reviews, will be maintained to support accountability and future reference.

5. Emergency Changes:
In the case of emergencies that require immediate changes to restore services or address critical issues, an expedited emergency change process will be followed. The emergency changes will be documented and reviewed as soon as possible after implementation.

6. Training and Awareness:
Employees involved in the change management process will receive appropriate training to understand the policy's requirements and their respective roles in managing changes.

7. Post-Implementation Review:
The Change Management Team will conduct post-implementation reviews to evaluate the success and effectiveness of changes. Lessons learned from reviews will be used to improve future change management practices.

8. Compliance:
All employees and stakeholders involved in the change management process are required to comply with this policy. Non-compliance may result in disciplinary actions.

9. Review and Updates:
This Change Management Policy will be reviewed periodically to ensure its effectiveness and alignment with industry best practices. Any necessary updates or modifications will be implemented promptly and communicated to relevant parties.