Change Management

Control Satisfaction Matrix

Standard	Category	Controls Satisfied	800-53r4 Controls	ISO/SEC 27001	Audit Controls
DLZP Group	Change Management	None	None	None	None

Major Document History

Date	Comment	Who
8/13/2019	Created Page	Tharp
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10/6/2021	Policy's Reviewed for Audit	Tharp

Purpose and Scope

DLZP Group Change Management processes are designed to help control the life cycle of strategic, tactical, and operational changes to IT services through standardized procedures. The goal of Change Management is to control risk and minimize disruption to associated IT services and business operations.

Background

The goal of Change Management is to establish standard procedures for managing change requests in an agile and efficient manner in an effort to drastically minimize the risk and impact a change can have on business operations. Along with this objective change management artifacts also provide a pathway from present to past to analyze latent issues that may have introduced to the system.
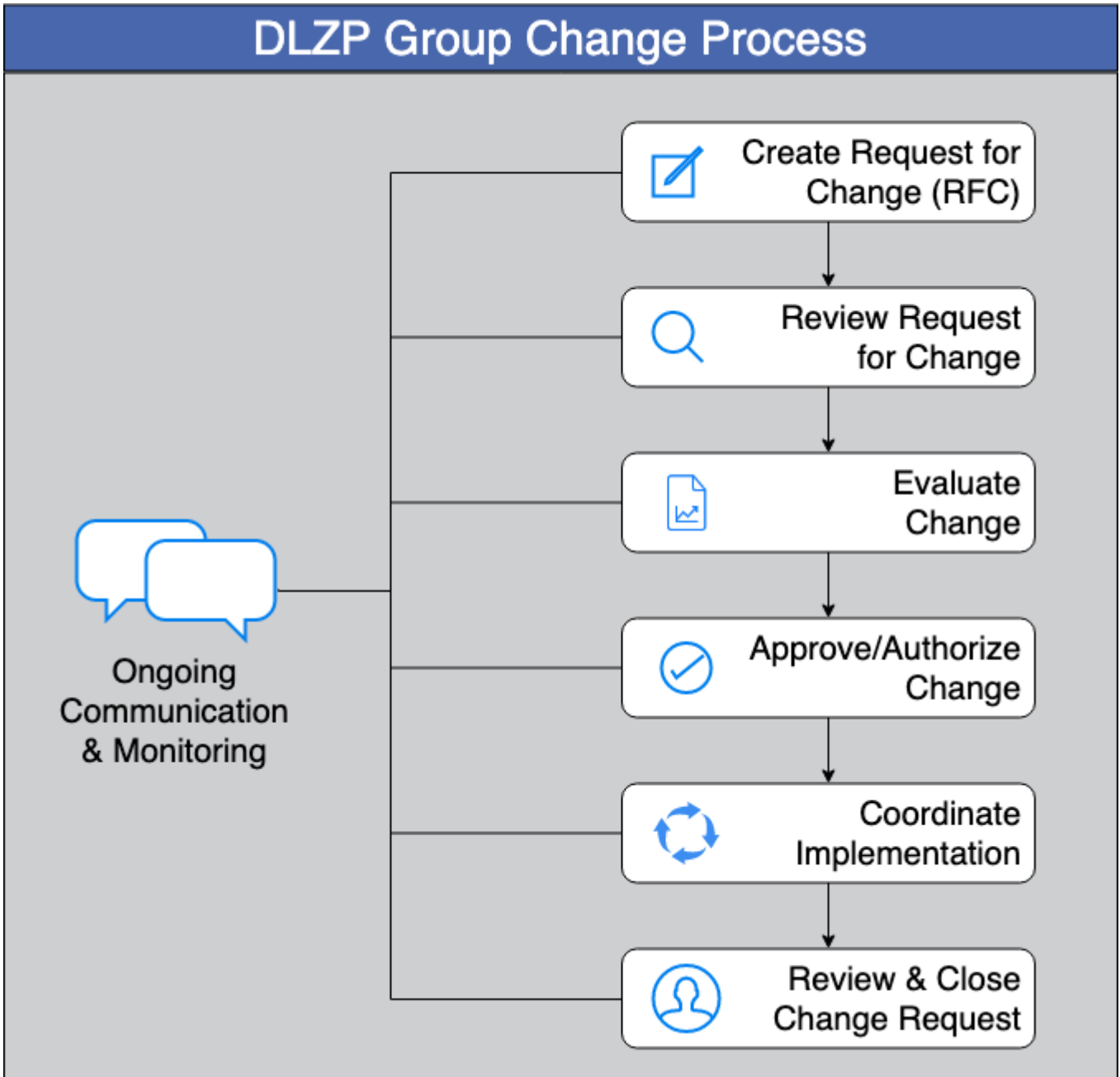
Policies

DLZP Group shall implement a repeatable Change Management plan to track all IT System Changes.

Response Plan

DLZP Group follows the change management pattern depicted in **Figure 1.**

Figure 1

DLZP Group Change Process

Create Request for Change (RFC)

Review Request for Change

Evaluate Change

Approve/Authorize Change

Coordinate Implementation

Review & Close Change Request

Ongoing Communication & Monitoring

Change Process

1. Ordered List ItemChange requests will be initiated by the client or their project manager responsible for the change.
2. The engineer responsible for the change or the engineering lead shall review the change request and follow-up with the change requestor on any specifics or requirements requested in the change.
3. The change shall be evaluated internally as well as with the client to understand impact and any blackout dates that may impact the change schedule.
4. Clients and DLZP Groups Engineering lead must both approve the change prior to execution.
5. Change Implementation will take place and communicated to the change requestors once complete.
6. Once the Client of change requestor validates the change it will be closed with appropriate documentation.

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