شركة شبكة الخدمات الآلية
Automated Services Network Co.

# Change Request Policy

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**Approved by:**

**Sabah K. Al-Ghunaim**

**Chairman**

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## Introduction

To enhance and improve the change request process in any of our projects, we need to follow a very well organized, role-based, and restricted process.

Below is a total guide, definition, and explanation for the steps that should be followed:

## Change Request:

The change requests can be in many different forms:

- Enhancements
- Usability
- New Features
- Bugs

## Roles:

***Team members*** who are in a direct contact with the clients:

- Technical support team
- Sales team
- Customer service team

***Product owners*** who are responsible for the projects scope:

- Khaled Alghunaim
- Afif Moukahal
- Nesrine Zakaria
- Abdelrahman ElRotel

***CCB (Change Control Board)***:

- Jamal Kubeer
- Omar Hagras
- Linto Lawrance

## Steps:

1. Raw requirements gathered by the ***team members***, should be documented, sorted, and forwarded to the ***product owner***.
2. The product owner will have to validate the raw requirements then forward them to the ***CCB***.
3. The ***CCB*** will technically study the raw requirements and their impact on the project very carefully, and then approve, decline, or defer them. The approved raw requirements will be converted into scope and will have its schedule and cost estimated.
4. The ***CCB*** will communicate the deadline of the change request and the deployment to production plan/date to all the project stakeholders (***Product owners*** & ***team members***) to take needed actions.

## Process Criteria:

We need to follow some important criteria during the change request process such as but not limited to:

5. After applying any change request by the IT team, it should be presented to the product owner and the team members in a demo meeting to verify and validate the change request.
6. The deployment to production plan and date should be arranged with the product owner and the team members to take needed actions and get ready for any popups.
7. The clients should not directly contact the development team by any kind of communication.
8. The product owners and team members (except technical support) should always avoid direct contact with the development team in order to eliminate any kind of conflicts or work duplicate to save time and effort.

## Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months. The policy review will be undertaken by IT Department.

## Acknowledgment of Change Request Policy

This form is used to acknowledge receipt of, and compliance with, the Automated Services Network Co. Change Request Policy.

### Procedure

Complete the following steps:

1. Read the Change Request Policy.
2. Sign and date in the spaces provided below.

### Signature

By signing below, I agree to the following terms:

- I have received and read a copy of the "Change Request Policy" and understand and agree to the same.

| Full Name | Designation | Signature |
|---|---|---|
| Aashick . Noordine | Accountant | |
| Anto Oommen Chacko | Accountant | |
| Jinto Joy Joy | Internal Audit Manager | |
| Jobin Johnson Vaidyan | Accountant | |
| Mohamed Mamdouh Hammam | Accountant | |
| Siju Abraham Oommen | Accountant | |
| Suku Mathew | Accountant | |
| Mohamed Hassan A. Sanan | Logistics Officer | |
| Hany Hazem Diab | Logistics Officer | |