



شركة شبكة الخدمات الآلية
Automated Services Network Co.

Change Request Policy

Version: 1.3

Date: 17-09-2025

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 Hagrass
- 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:


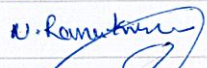

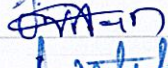

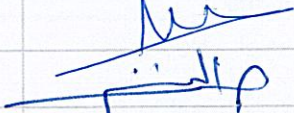

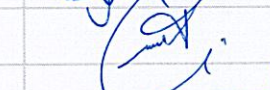
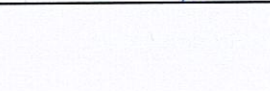
1. Read the Change Request Policy.
2. Sign and date in the spaces provided below.

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	N. R. S.
Anto Oommen Chacko	Accountant	Anto
Jinto Joy Joy	Internal Audit Manager	Jinto
Jobin Johnson Vaidyan	Accountant	Jobin
Mahmoud Ahmed Abdulhalim	Accountant	Mahmoud
Siju Abraham Oommen	Accountant	Siju
Suku Mathew	Accountant	Suku
Amira Loka	Customer Support Officer	Amira
Asmaa Metwally	Customer Support Officer	Asmaa
Celda Castillo Zonio	Customer Support Officer	Celda
Mohamad Sameh Sbeiti	Customer Support Officer	Mohamad
Mohammed Sayed Sadek	Customer Support Officer	Mohammed
Razan Ibrahim Al Dalag	Customer Support Officer	Razan
Sarah Sameh Sbeity	Customer Support Officer	Sara
Sayed ElSayed Tantawy	Customer Support Officer	Sayed
Hani Saad Radwan	Administration Officer	Hani
Michael Mansour Basily	Compliance Manager	Michael
Akhilesh Pokkanchery Vikramsingh	Senior Network Administrator	Akhilesh
Emad Genidy	Network Administrator	Emad
Fahim Mahamud Parkar	Mobile Developer	Fahim

Linto Lawrance Neelamkavil	Application Support Manager	
Medhat Merzk Zaki Askander	Web Developer	
Omar Mahmoud Hagra	Project Manager	
Rama Krishna Uddaraju	Information Security Manager	
Shahad Abdulwahab Sawas	Software Tester	
Syed . Hussain	Net Developer	
Abdulrahman Mohamed ElRotel	Financial Manager	
Afif Hussein Mukahal	Executive Manager	
Jamal Eldeen A. Kubeer	General Manager	
Khaled Al Ghunaim	Board Member	
Nesrine Zakaria Emam	Executive Manager	
Sabah Al Ghunaim	Chairman	
Ahmed Ahmed Soliman	Sales Executive	
Ahmed Hassan Al Gendy	Sales Executive	
Anwar A. Aziz Al Furaih	Sales Executive	
Danah Abdulrahman AlHumoud	Sales Executive	
Elsayed Mohammed Thabet	Risk Manager	
Jamal Mahmoud Ibrahim	Sales Executive	
Mohammad Mousa Awadh Al Shatti	Sales Executive	
Muzammil ahmed AbdulMannan	Business Development Manager	
Nouf Bader J. Al Bahar	Sales Executive	
Shoug Sabah Al Ghunaim	Sales Executive	
Ali Khaleel Mohamed	Technical Support Engineer	