

# Change Management Policy

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## A. Context

Our customers and partners rely on us to provide them with a stable service that supports their daily business activities and in preserving their trust, we strive to operate our platform as well as internal supporting systems with as little disruption as possible.

Disruptions in the production environment are often the result of changes, and such we want to make sure that changes follow a planned & structured process to make sure they are requested, properly tested, approved & communicated prior to deployment.

If you have any questions about this document, please address them to your line manager or [information-security@menu.app](mailto:information-security@menu.app)

## B. Scope

This policy generally applies to all MENU personnel, but is most used by the MENU Technology Team.

The Change Management Policy applies to all changes or upgrades performed on an information system supporting a production environment, as well as any changes that alter a defined standard operating procedure.

For security incidents, the Incident Management Policy applies and changes made as an emergency response should follow the Emergency procedure detailed below, to ensure that they are retroactively put through the Change Management Procedure.

The following changes to a production environment can be performed without the need to go through the formal Change Management Procedure:

- Restart of system components during Scheduled Maintenance windows
- Scaling (automated or manual) of instances not leading to any service disruption
- Database backups
- Changes to staging, development or QA environments
- Disaster recovery actions, if Disaster Recovery Plan is followed

Changes to internal systems that impact the security of that or other systems have to follow the formal Change Management Procedure.

## C. Terms & Definitions

Change Management Lead	Person in charge of the Change Management Procedure and responsible for approving changes. This position is held by the CTO.
Change	Any modification to the production environment, a standard operating procedure or to any information system that impacts the security of that system or any other.
Severity Code 1 (Severe Business Impact)	The service in its entirety is not available, neither customer nor its guests can use it. There is no alternative or work-around available.
Severity Code 2 (Major Business Impact)	The service in its entirety is available to a reduced extent, and the customer and its guests can use it only with substantial difficulty. There is no acceptable alternative or work-around available.



## D. Policy

- All changes to a production environment, a standard operating procedure or any information system that impacts the security of that or any other system need to follow the Change Management Procedure.
- In normal operation, all changes are to be approved by the Change Management Lead. In emergency situations, other team members may be allowed to approve changes, as defined in this document.

## E. Procedure

### 1. Change Request

To request approval for performing a change, the Change Owner should create a ticket in the *Change Management* JIRA project.

The information that should be provided in the Change Request will depend on the change to be performed, but should generally include :

- Description of the change to be performed & the rationale for performing the change
- When the change should be performed (start & end)
  - For production environments, start & end should be defined per production environment, in-line with Scheduled Maintenance windows
- If the change has a security impact, and if yes what will be done to monitor/mitigate it
- If there will be any service disruption due to the change
- Who the change needs to be communicated to and how this will/has been done
  - For MENU application deployments, a link to the relevant Release Notes should be added to the ticket
- How this change was tested and what the results were
  - For MENU application deployments, the QA Summary Report should be attached to the ticket
- Fallback plan in case the change has a negative impact

After completing the ticket, the Change Owner should change the ticket status to *Under Review* and inform the Change Management Lead that there is a Change Request pending approval.

The Change Management Lead will either approve the Change Request, or decline it with additional information required or request modifications to be made to the change approach.

### 2. Change Implementation

If the Change Request was approved, the Change Owner can proceed with the implementation of the change at the times specified in the Change Request ticket.

It is the Change Owner's responsibility to make sure:

- All stakeholders (most importantly customers and Technical Operations) are adequately informed of the change
- Necessary team members for performing & verifying the change are available
- The Change Management Lead is immediately informed if there are any problems with the change
- The ticket is adequately updated with the progress of the Change Implementation

### 3. Change Completion

After completion of the change, the change needs to be tested on the production environment. The approach to testing depends on the nature of the change.

After the change has been verified and the change has been documented in the relevant system documentation space on Confluence, the Change Owner should change the ticket status to *Done*.

### 4. Emergencies

In emergency situations, if the Change Management Lead is not immediately available, a Change Request may be approved by the following roles:

- CTO
- Head of Development
- Chief Architect
- Technical Operations Lead

In the following cases an emergency situation applies:

- Severity Code 1 or 2 disruption for one or more customers
- Security Incident, as defined by the Incident Management Policy

The Change Management Lead will retroactively review all Emergency Change Requests to ensure that their emergency-classification was justified. The Change Owner, as well as the role that approved the Emergency Change Request should be available for follow-up questions/requests of the Change Management Lead.