	Change Control Policy

Overview

This document is for exclusive use by MSLA.

Version	Description [or description of changes]	Author	Creation date	Approved by	Date approval
1.3	Updated version	MSLA IT Department	06/12/2023	Luis Rios	06/23/2023

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Purpose

The purpose of the MSLA International Change Control Policy is to establish the rules for the creation, evaluation, implementation, and tracking of changes made to MSLA International **Information Resources**.

Audience

The MSLA International Change Control Policy applies to any individual, entity, or process that create, evaluate, and/or implement changes to MSLA International **Information Resource**.

Policy

- Changes to production MSLA International **Information Resources** must be documented and classified according to their:
    - Importance,
    - Urgency,
    - Impact, and
    - Complexity.
- Change documentation must include, at a minimum:
    - Date of submission and date of change,
    - Owner and custodian contact information,
    - Nature of the change,
    - Change requestor,
    - Change classification(s),
    - Roll-back plan,
    - Change approver,
    - Change implementer, and
    - An indication of success or failure.
- Changes with a significant potential impact to MSLA International **Information Resources** must be scheduled.
- MSLA International **Information Resource** owners must be notified of changes that affect the systems they are responsible for.
- Authorized change windows must be established for changes with a high potential impact.
- Changes with a significant potential impact and/or significant complexity must have usability, security, and impact testing and back out plans included in the change documentation.
- Change control documentation must be maintained in accordance with the MSLA International Information Retention Schedule.
- Changes made to MSLA International customer environments and/or applications must be communicated to customers, in accordance with governing agreements and/or contracts.
- All changes must be approved by the CTO.
- Emergency changes that require an immediate implementation (i.e. break/fix, incident response, etc.) may be implemented without following the formal change control process, but may not circumvent documentation requirements, even if documented after the change.

Waivers

Waivers from certain policy provisions may be sought following the MSLA International Waiver Process.

Enforcement

Personnel found to have violated this policy may be subject to disciplinary action, up to and including termination of employment, and related civil or criminal penalties.

Any vendor, consultant, or contractor found to have violated this policy may be subject to sanctions up to and including removal of access rights, termination of contract(s), and related civil or criminal penalties.