



Policy Owner: CF - Information Technology (IT)	Approval Date: August 1, 2018 (version 1.1)
Approver: Javier Polit	Effective Date: October 1, 2019
Contact: Eugene Kholodenko	Scope: Global

IT Change Management Policy

1.0 Intent

The intent of this Change Management Policy is to document management expectations of IT change management standards, procedures, and guidelines across P&G.

The purpose of this policy is to ensure that changes to the IT production environment are managed through established standards and processes so that changes are applied correctly and do not compromise the security and availability of business applications, computer systems or networks.

2.0 Scope

This policy applies to organizations and individuals, including third party partners, who deploy, manage, or support P&G IT applications with Business Impact Assessment of medium or high risk, data, platforms, software, networks and information systems across the entire P&G IT production environment.

3.0 Policy Requirements

P&G requires that a change management process be established for changes to IT assets— such as operating systems, applications, platforms, information systems, and networks.

The change management process shall be reviewed on an established frequency to assess its effectiveness and subsequently improve the process where necessary (e.g. modifications in response to changes in identified business risks)

Regulated systems and those controlling product quality must also comply with the Validation and Change Management Standard Operating Procedures (see References).

3.1 Change Management

Changes must be recorded, evaluated, authorized, prioritized, tested, and reviewed in a controlled manner. Please refer to the IT Change Management Standard for the detailed requirements and controls supporting this policy.

4.1 Incident Management (to become effective Feb 2020)

Incidents tickets, in order to be classified as critical, must be evaluated and authorized accordingly. All Incident critical priority tickets should have a Root Cause Analysis (RCA) completed and a corrective action plan (CAP) published. Please refer to the IT Change & Critical Incident Management Standard for the detailed requirements and controls supporting this policy.

4.0 Definitions

Change

The addition, modification, or removal of anything that could impact any IT service. This includes changes to systems (platforms, networks, applications, hardware, software) architecture, processes, tools, metrics and documentation, as well as changes to IT services and configuration items.

Change Advisory Board	A collegial body that assesses, reviews, approves, and prioritizes requested changes.
Change Manager	An individual accountable and responsible for controlling the lifecycle of P&G IT services changes with the primary objective of facilitating and supporting business need driven changes, while ensuring minimum disruption to IT services.
Change Management	The process responsible for controlling the lifecycle of P&G IT services changes with the primary objective of facilitating and supporting business need driven changes, while ensuring minimum disruption to IT services.
Change Owner	A P&G individual who initiates a request for a change and is accountable and responsible for the success of the change end-to-end.
Configuration Item (CI)	Any component that needs to be managed in order to deliver an IT Service, an aggregation of work products that is designated for configuration management and treated as a single entity in the configuration management process. This aggregation consists of all required components: hardware, software, and other items that comprise a baseline. Examples include but are not limited to: applications, software, operating systems, platforms, servers, databases, firewalls, switches, routers, and etc. A configuration item does not include the settings, parameters, attributes needed to ensure the running of a system or its hardware.
IT Production Environment	A controlled IT environment containing live IT services (including applications, systems, networks, platforms, hardware and software) used to deliver IT services to the business.
IT Service	A service provided to an IT consumer, by an IT service provider. An IT service supports P&G's business processes and is made of a combination of people, processes and technology.

5.0 References

- IT Change Management Standard
- NIST CSF - PR-IP-3
- ISO 38500 – 5.2; 5.5
- ISO27002-2013 - 12.1.2; 10.1.2
- ISF – Standard of Good Practice – CF7.6
- ITIL – V3 (2nd edition 2011)
- ISO/IEC 20000 – Version 1
- Validation SOP QAS-S-04
- Standard for Change Control of a Regulated Computerized System

6.0 Document Review & Revision History

This document was last reviewed by <Armando Salas> on <8/29/2019>.

Version	Date	Editor	Comments
1.2	August 12 2019`	Armando Salas – IT Change Management Governance leader	<ul style="list-style-type: none"> • Removal of controls specified section. • Reducing the scope of applications that have a

			<p><i>business impact assessment (BIA) of medium or high risk.</i></p> <ul style="list-style-type: none"> • <i>Adding Document Review & Revision History section.</i>
1.2	September 2 nd 2019	<p><i>Armando Salas – IT Change Management Governance leader.</i></p> <p><i>Tim Elftman – Incident Management Governance leader</i></p>	<ul style="list-style-type: none"> • <i>Adding Incident Management guidance for criticality priority classification and Post Incident resolution activities.</i>