



Information Technology Department  
Procedure Document

## Change Management Procedure

History Log		
Version	Date	Author
1.0	3 <sup>rd</sup> April 2016	Gaurav Amar
1.1	24 <sup>th</sup> January 2017	Gaurav Amar



# Information Technology Department

## Procedure Document

### 1. Purpose

The purpose of the change management procedure documents is to ensure that we follow a standards for managing all change management for effective tracking and review.

### 2. Change procedure

- The change request can be initiated by IT operations, Cinemas operations of any other department who contributes to business efficiency.
- The Change requester need to provide a details about the change to the IT
- Post receiving a change, the change initiator will process for relevant approvals as per the change category.
  - The change categories are:
    - Major Change (Approval Required from GM/DGM)
    - Standard Change (Approval Required from RM/SRM)
    - Minor Change (Approval Required by AM)
- Post receiving the required approval, change initiator will coordinate for the changes to be deployed.
- Once the change is implemented and executed a post check review will be done by the respective RM or equivalent.
- Post implementation the change initiator will update on the completion to change requester.
- All of the change need to be tracked on an excel file or documented hard copy