

Change Control Policy

1. Overview

To ensure that changes undertaken to any Nexstor asset that may impact on information security are managed so that risks to information security are minimised.

To ensure that the Personal Information Protection Principles and the requirements of the Nexstor Protection of Personal Information Policy are applied for any activities that involve the processing of Personal Information.

To ensure that changes are reviewed and approved by the relevant people prior to implementation. To ensure that all relevant management system documentation is updated to record and reflect any changes.

2. Scope




This procedure applies to the addition, replacement or upgrade of Assets listed in the Assets and Risk Assessment Register, except for company mobile devices.

3. Change Control Procedure

Each change request will be assigned a change (ticket or project) reference.



The progress of each individual change request, through confirmation and deployment, is tracked in the Change Requests area of Halo and monitored daily by the Change Advisory Board.

A change must be raised in writing via Halo where such change is not governed by an existing policy, process, or procedure such as:

-  Security Incident
-  Information Asset & Risk Management
-  Staff Termination

For each change of asset covered by the scope of this procedure, the following actions may be required as part of implementation - with appropriate records (e.g., who completed it, when completed) of completed tasks.

Change Request

-  Ticket or project reference
-  Summary of the proposed change:
 - Assets in scope

- Change window
- ☞ Justification for change.

Analysis of Change

- ☞ Risk Assessment
- ☞ Impact of change on confidentiality, integrity, availability of information
- ☞ Control measures in place to support change (incl. testing, roll back options)
- ☞ This should be also reviewed in specific relation to changes to AI models.

Change Approvals

- ☞ A threshold for approval is set at a minimum of two CAB members
- ☞ A threshold for rejection is set at one CAB member
- ☞ Other Stakeholders as appropriate should be engaged for change input
- ☞ Client impacting changes on specific environments are then submitted to the individual client for approval before proceeding.

Communications

- ☞ Employee stakeholders
- ☞ Personal Information Controllers informed of the change
- ☞ Information Subjects informed of change
- ☞ Other (external stakeholders).

Governance Documents Reviewed / Updated / Created

- ☞ Relevant contracts updated
- ☞ Approved Supplier Register updated.

Change Implementation and Completion

- ☞ Actual change window
- ☞ Final acceptance / approvals
- ☞ Close out on the system once tested.

4. Change Advisory Board

Nexstor's Change Advisory Board is made up of four group representatives:

- ☞ Operations
- ☞ Presales
- ☞ Cloud
- ☞ Service Desk

Additional representation from project stakeholders may be called on for changes pertaining to active projects.