

Bandhan Financial Service Ltd.

Head Office, Kolkata – 700091



Change Management Policy

Doc ID: BFSL-CMP-001

Prepared By: Chief Financial Officer

Reviewed By: Managing Director

Recommended By: Company Secretary

Date of Approval of the Board:

Effective Date of this chart:

Revision History

Date	Version	Description
29-September-2020	1.0	Base documentation

1. Purpose

The purpose of the Change Management implementation at Bandhan Financial Service Ltd. is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes associated with the company's IT infrastructure and services, in order to minimize the number and impact of any related incidents. Changes in the IT infrastructure may arise reactively in response to problems, or proactively from seeking improved efficiency and effectiveness, as well as to enable or reflect business initiatives, programs, projects, or service improvements.

The purpose of this policy are as follows:

- Provide a structured process for planning, scheduling and implementing changes
- Minimize downtime

2. Scope

This policy is applicable for all Bandhan Financial Service Ltd. IT infrastructure and security services.

3. Change Management Process Flow

Change Management Process flow covers the following steps:



- Step1: Request for Change
- Step2: Impact Analysis
- Step3: Approve/Deny
- Step4: Implement Change
- Step5: Review/Reporting

4. Types Of Changes

There are two main designated categories of Change Requests

- Normal Changes
- Emergency Changes

Normal Changes are defined as changes that meet required lead-time, submission cut-off time, and maintenance window (if applicable). Normal Changes must follow all Change Management Procedure activities, unless they are defined otherwise.

Emergency Changes are defined as changes required to immediately restore service or to avoid an outage where no other workaround is available. Upon approval, a Change Request may be entered after change implementation.

5. Controls

The change request may come from

- Users
- Projects
- Departments
- IT requirements
- Customer request
- Others

The IT department will analyse the change request for any positive / negative impact on existing IT infrastructure and security controls.

The results shall be put to Change approver who after reviewing the details of impact analysis may approve or hold/deny the change.

If approved it goes to IT department for implementing the change.

After the change is made the report is prepared by the implementer.