

Change Management Policy

Ariel Partners is committed to adhering to this policy and is responsible for managing the change process. Management ensures that all changes are assessed, approved, implemented and reviewed in a controlled manner.

Change manager is responsible for managing the change process involving all significant, urgent, non-routine changes to the services offered by the organizations in its execution of these services to the client including but not limited to:

- a) Assessing, monitoring, directing and executing the change process.
- b) Key deliverables
- c) Funding requirements
- d) Milestone and workplan
- e) Any material system software and hardware equipment
- f) Communications, documentation, procedures associated with running, supporting and maintaining service contracts.
- g) All documentation and procedures associated with the running, support and maintenance of live systems
- h) Prioritizing and responding to business and customer change proposals
- i) Implementing changes that meet the customers' agreed service requirements while optimizing costs
- j) Contributing to meet governance, legal, contractual and regulatory requirements
- k) Reducing failed changes and therefore service disruption, defects and re-work
- l) Delivering change based on urgency and business benefit
- m) Contributing to better estimations of the quality, time and cost of change
- n) Assessing the risks associated with the transition of services
- o) Aiding productivity of staff through minimizing disruptions due to high levels of unplanned or 'emergency' change, hence maximizing service availability
- p) Reducing the Mean Time to Restore Service via quicker and more successful implementations of corrective changes
- q) Liaising with the business change process to identify opportunities for business improvement.

These guidelines abide by ISO 20000:2018 and ISO 27001:2022 Standards

Approved by:



Shilpa Strong, President on 1/5/25