

Software Change Management Policy

Software Change Management is the process of requesting, developing, approving and implementing a planned or unplanned change within the Company. It begins with the creation of a Change Request form. It ends with the satisfactory implementation of the change and communication of the result of the change to all interested parties.

The intended scope of the change management process is to cover changes to the Company's Applications & Infrastructure in the production environments. Primary functional components include the following:

Hardware – Installation, modification, removal or relocation of computing equipment.

Database – Changes to databases or files such as updates, additions, reorganizations and major maintenance.

Application – Application changes being promoted to production as well as the integration of new applications and the removal of obsolete elements.

Schedule Changes – Requests for creation, deletion or revision to job schedules, back-up schedules or other regularly scheduled jobs managed by the IT or ADMIN Staff.

Outages – application or network outages in excess of 30 minutes in duration will require a formal review to ensure that issues are identified, notification protocols are followed, and solutions defined.

Formally request a change – All requests for change within the Company will be documented by creating a new change request. The change request will be completed by the change requestor with assistance from a member of the IT Staff or ADMIN Staff.

Analyze and Justify Change – The change requestor and the IT Staff or ADMIN Staff will work to develop a specific justification for the change and identify the impact on infrastructure, business operations and budget, identify business as well as technical risks, develop technical requirements, and review specific implementation steps. The change requestor has to provide assurance that the change will have the desired result.

Approve and Schedule the Change – The Head of the concerned department will take approval for the same change from Management of the company and hence will schedule the change as to when it is to be applied.

Plan and Complete the Change – The Department Head will assign and identify appropriate end-user members to complete the change in a manner that will minimize impact on the infrastructure and end users. In the event that the change does not perform as expected or causes issues to one or more areas of the production environment, the team will determine if the change should be removed and the production environment returned to its prior stable state.

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Post Implementation Review – A review will be conducted by the respected Department Head to formally ensure the change has achieved the desired goals. Post implementation actions may include acceptance, modification, or backing-out of the change. The team formally documents the final disposition of the change as part of the Change Request Documentation.

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Authorised Signatory

