

**SCHEDULE L**  
**CHANGE CONTROL PROCEDURE**

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**SCHEDULE L****CHANGE CONTROL PROCEDURE****1. INTRODUCTION**

- 1.1 Save as set out in Clause 1.5 below, the Parties agree that the process for changing, reducing or adding to the Services or implementing other changes or proposed changes to the Contract for which there is no other procedure expressly provided in the Contract ("**Changes**") will be through the procedures set out in this Schedule.
- 1.2 This Schedule sets out the procedure that will apply to the classification, processing, approval or rejection of Changes.
- 1.3 It is the intention of the Parties that the procedure for classification and processing of Changes does not automatically give rise to a change in the Service Charges, but that the review process set out in Clause 3.3.3 below (to the extent it applies under this Schedule) will include a review of any and all impact on costs, price, and time schedules as well as any other impact caused by a change request.
- 1.4 A Change request can emanate from either Party and (where the Change Control Procedure applies as opposed to any of the other procedures described in this Schedule) will be documented as a CCN ("**Contract Change Note**") in accordance with Clause 3 below.
- 1.5 The Parties acknowledge that there are certain Schedules (other than this Schedule) of the Contract which contain separate procedures for agreeing specified changes and/or determining whether there is a change to the Services Charges in relation to such specified changes. If the procedures in those other Schedules specify that the relevant change is to be made in accordance with this Schedule, then the procedures of this Schedule will apply to the decisions already determined by those other Schedules. It is not the intention of this Schedule to contradict such procedures in those other Schedules, rather to provide a standard approach which shall apply to Changes unless stated otherwise.

**2. CHANGE CLASSIFICATION****2.1 Assessment of the type of Change**

The assessment of a Change is, firstly, to classify the Change in order to establish which of the procedures referred to in Clause 2.2 below applies to the administration and implementation of that Change, and secondly, to establish, where appropriate, whether such Change, as described in Clause 4.1 below:

- 2.1.1 has the potential for an increase or a reduction in the Service Charges;
- 2.1.2 has the potential for a one-off charge paid to the Contractor; or
- 2.1.3 will be non-chargeable.

**2.2 Applicable Procedure**

- 2.2.1 The process described in this Schedule recognises that there are two (2) main procedures for the implementation of Changes that occur in the fulfilment of the Services by the Contractor:

- (a) the Fast-Track Change Management Procedure is the procedure by which Changes to Schedule Q (**Contractor's Solution**) are implemented where such changes do not modify, add to or reduce the scope of the Services, or adversely affect the Services or the Contract, or have any impact on the Service Levels and/or the Transition Plan, and is intended to be a fast-track process for the implementation of day-to-day Changes (a Change that falls within this description shall be deemed a **"Fast-Track Change"**). There shall be no associated cost to the Authority for these Fast-Track Changes. The Parties shall develop a detailed procedure for managing these Fast-Track Changes in accordance with Annex L-3 which may be incorporated within this Schedule at a later date. Subject to Clause 2.2.3 below, Clauses 3, 4 and 6 below shall not apply to these Fast-Track Changes; and
- (b) the Change Control Procedure, described in Clause 3 below, is the formal procedure for changing, reducing or adding to the Services or implementing other Changes to the Contract.

In addition to the above procedures, Annex L-1 details the additional process for adding New Services to the Contract and for requesting the Contractor to undertake specific pieces of one-off development work / study tasks in relation to the Services.

- 2.2.2 The Fast-Track Change Management Procedure will be designed to operate alongside (and interface where appropriate) with the Change Control Procedure, it being the Parties' intention that the Fast-Track Change Management Procedures be developed to circumvent the need to raise a CCN for Fast-Track Changes.
- 2.2.3 It is possible for a Change which starts as a Fast-Track Change or would otherwise be subject to the Fast-Track Change Management Procedure to become a Change which goes through the Change Control Procedure, where such implementation alters the scope of the Services or some other material aspect of the Contract. References to "Changes" in Clauses 3 to 6 below shall not include Changes which are implemented in accordance with the Fast-Track Change Management Procedure unless the Change Control Procedure is also required for the implementation of such Changes. For the avoidance of doubt either Party may request a Fast-Track Change be raised to the Change Control Procedure.

### 3. CHANGE CONTROL PROCEDURE

This Clause sets out the procedure to be followed to raise, request, record, reject and agree Changes which are not implemented using the Fast-Track Change Management Procedure.

#### 3.1 Change Control Notes

- 3.1.1 An example of a blank CCN is set out in Annex L-2.
- 3.1.2 All CCNs will be authorised by an authorised representative of the Party that requests the Change who will act as the CCN sponsor throughout the Change Control Procedure and who will complete Part A of the CCN. The Contractor will complete Part B of the CCN. CCNs will be presented to the appropriate authorised representative who will acknowledge receipt of the CCN.
- 3.1.3 All Changes under the Change Control Procedure will further be classified into the following categories (**"Priority Categories"**) by the originator:
  - (a) Priority 1 (urgent); or

(b) Priority 2 (normal).

It is also possible that Changes may fall into more than one (1) Priority Category, in which case the CCN shall specify the Priority Categories into which the elements of the Change are divided. The priority classification of Changes may be changed by agreement between the authorised representatives of the Parties' at the PCCB as detailed in Clause 8 below.

3.1.4 The recipient of a Priority 1 CCN will acknowledge receipt within one (1) Working Day of receipt of Part A of the CCN. Thereafter, the Parties will agree an accelerated timetable to ensure that a Priority 1 CCN is dealt with as quickly as practicable.

3.1.5 For all other CCNs, the recipient shall acknowledge receipt within two (2) Working Days of receipt of Part A of the CCN.

3.1.6 It is the intention of the Parties that the Change Control Procedure shall not cause unnecessary administrative burdens. This may include issuing a single CCN on a quarterly basis to cover a number of small Changes.

### 3.2 Contractor's Obligations

Irrespective of which Party raises the CCN under this Change Control Procedure, for each CCN the Contractor shall:

3.2.1 agree with the Authority an appropriate timetable for the completion of its obligations under this Clause 3.2;

3.2.2 assess the CCN and complete Part B of the CCN in accordance with the timetable agreed with the Authority pursuant to Clause 3.2.1 above; and

3.2.3 in completing Part B of the CCN, provide, as a minimum:

- (a) a description of the Change and whether the Contractor considers that the Change is a New Service and should be dealt with in accordance with Annex L-1;
- (b) where the Commercial Impact Procedure is applicable, the information that is required by Clause 4.3 below;
- (c) a list of deliverables required for implementing the Change;
- (d) a timetable for implementation of the Change;
- (e) an Impact Analysis as detailed in 3.3 below;
- (f) how the Change will be tested and accepted in accordance with Schedule H (**Acceptance Procedures**);
- (g) (for Contractor initiated Changes) an assessment of the added value of the Change to the Authority; and
- (h) proposed amendments to the Contract / Schedules as required.

### 3.3 Impact Analysis

- 3.3.1 The purpose of an Impact Analysis is to provide a context for a discussion around the approval and implementation of the proposed Change.
- 3.3.2 The Impact Analysis will consider the material effect of any proposed Change on any other existing Services provided under the Contract. The Impact Analysis will also consider the effect on other applicable services provided by the Authority or a third party. If the proposed Change has no such impact, a “no impact” statement will be made.
- 3.3.3 The Impact Analysis will consider the impact of the proposed Change with the following factors taken into account as relevant to each particular Change:
- (a) scope of the Contract;
  - (b) whether the proposed Change is a New Service (in which case the procedure set out in Annex L-1 will apply);
  - (c) consideration of location;
  - (d) Service Levels;
  - (e) pricing elements;
  - (f) delivery dates and milestone dates;
  - (g) test and acceptance procedure, including end-user acceptance where applicable;
  - (h) any applicable disaster recovery services;
  - (i) roll-out provision, including the cost and impact of such provision;
  - (j) the Authority’s policies and standards;
  - (k) infrastructure requirements including new Equipment and/or Software;
  - (l) impact on Assets;
  - (m) third party agreements;
  - (n) the impact of the proposed Change on the scope of the then-existing baseline Services, including whether any of the then-existing baseline Services should be correspondingly reduced or eliminated;
  - (o) if applicable, the impact of the proposed introduction of any Contractor Software (other than Contractor Software which forms, or is to be provided as, part of the Contractor’s Solution as proposed at the Effective Date) including an assessment of whether such proposed Contractor Software satisfies the Authority’s security requirements (as set out in Schedule K (**Security**) and its requirements relating to exit (as set out in Schedule N (**Exit Strategy**));
  - (p) the Authority’s objective of avoiding lock-in to a single Contractor and enabling a smooth and effective transition (upon Termination or in

connection with any Services removed from the scope of the Contract) to a Successor Contractor; and

- (q) any other matter reasonably requested by the Authority at the time of the Impact Analysis or reasonably considered by the Contractor to be relevant.

The Parties acknowledge that the above is not an exhaustive list. There may be more factors to consider in the context of a particular Change and some of the factors described above may not be relevant to every Change.

### 3.4 Preparatory or Development Work

3.4.1 Where the Authority agrees to the Contractor undertaking preparatory or development work for a Change which is the subject of a CCN that has not yet been authorised in accordance with Clause 5 below, the charges for such work will be mutually agreed and must be authorised by the Authority nominated commercial representative prior to the commencement of such work by the Contractor.

3.4.2 Any agreement by the Authority to pay the Contractor for preparatory or development work as described in Clause 3.4.1 above shall be without prejudice to the Authority's right to refuse to authorise the relevant CCN.

## 4. CHANGE CLASSIFICATION

### 4.1 Assessment of the Change (Chargeable or Non-Chargeable)

All Changes shall be first assessed to establish whether the Change has the potential for an increase or a reduction in the Service Charges (as applicable). Subject to Clause 2.2.3 above, Fast-Track Changes are non-chargeable by the Contractor and are included within the then-current Service Charges.

### 4.2 Non-Chargeable Changes

4.2.1 Changes that go through the Change Control Procedure are not automatically chargeable. The following are classifications of Changes for which the Contractor shall not be entitled to charge and for which the Commercial Impact Procedure detailed in Clause 4.3 below will not apply:

- (a) Changes that are required to incorporate any services, function and responsibilities (including any incidental service, function-or responsibility) not specifically described in Schedule D (**Detailed Operational Requirements**) but which are reasonably and necessarily required for or related to the proper performance of services in connection with, and the fulfilment of, the Services;
- (b) Changes that only impact Schedule Q (**Contractor's Solution**) and do not affect any other parts of the Contract;
- (c) Changes which were envisaged at the Effective Date as set out in Schedule Q (**Contractor's Solution**);
- (d) Changes required for the Contractor to carry out its obligations under the Contract where the costs and expenses associated with such Changes are already included in the Service Charges;

- (e) Changes that are part of any disputes resolution procedure, including those set out in Schedule F (**Service Level Requirements**), to the extent that the problem or issue results from a Default of the Contractor; and
- (f) Changes required as a result of changes in Law in accordance with Clause 30.2 of Schedule B (**Conditions of Contract**).

4.2.2 Changes that are not excluded from the application of the Commercial Impact Procedure pursuant to Clause 4.2.1 above will be assessed in accordance with the Commercial Impact Procedure in Clause 4.3 below and will be subject to the Authority's approval in accordance with Clause 5 below.

#### 4.3 The Commercial Impact Procedure (Chargeable Changes)

##### 4.3.1 General Changes

The Commercial Impact Procedure is the only process by which the Contractor may increase the Service Charges or request a one-off charge as a result of a Change except for New Services (which are dealt with in accordance with Annex L-1) or as otherwise expressed to the contrary in the Contract.

##### 4.3.2 Procedure

Where the Parties consider that an increase or decrease in the Service Charges is applicable as a result of a Change, the following information will be provided with the submission of Part B of the CCN in accordance with Clause 3.2 above to justify the basis of the increase or decrease:

- (a) an analysis of the reasons why the Contractor believes that its costs will be materially impacted by the Change and any applicable supporting documentation;
- (b) reasonable evidence that the Contractor is performing in accordance with the Contract requirements as set out in Schedule D (**Detailed Operational Requirements**) and that it has reviewed any alternatives (including utilisation of existing Contractor Personnel and resources engaged in the fulfilment of the Services, together with information on the adverse impact on the Services or the Service Levels (if any)) to accommodate the requested Change;
- (c) details of proposed one-off charges and/or changes to the Service Charges based upon the information described in Clause 4.3.2 (a) and (b) above, which shall remain valid for a period of six (6) months from submission to the Authority or, in the case of components proposed to be provided by third parties, such shorter period as may be advised by the Contractor in the CCN (where the Contractor has been unable to obtain or unable to confirm that it will be able to obtain) the same for a three (3) month period); and
- (d) any other reasonably relevant information, including information justifying any proposed one-off charges or changes to the Service Charges and any base data and charging assumptions required by the Authority to verify such proposed changes.



#### 4.4 Administering the Change at no cost to the Authority

Each Party shall be responsible for its own costs incurred in the preparation and assessment of CCNs, including the costs of the Impact Analysis. However, if a change is required due to the Default of the Contractor, the Contractor shall be responsible for the costs incurred by the Authority in the preparation and assessment of CCNs, including the costs of the Impact Analysis.

### 5. APPROVAL

5.1 Prior to submission of the CCN to the Authority, the Contractor shall undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, the Contractor shall consider the materiality of the proposed Change in the context both of the Services affected by the Change and of the effects on the Contract as a whole that may arise from implementation of the Change. For the avoidance of doubt, such review is not intended to replace an Impact Analysis.

5.2 Subject to agreement on the price of a Change (where applicable) and unless any of the following apply:

5.2.1 the Contractor is not technologically capable of providing a Change and such Change cannot be sourced from a third party; or

5.2.2 the Change is prevented by Law,

the Contractor is obliged to implement all Changes in accordance with the procedures set out in this Schedule where the Authority is the originating party.

5.3 The Authority shall review the CCN and, following such review, shall either:

5.3.1 accept or reject the CCN; or

5.3.2 request amendment to the CCN providing reasonable details and explanation of the items that the Authority rejects in the notification requesting amendment; or

5.3.3 request more information from the Contractor as may be reasonably required by the Authority to review the CCN.

Any CCN accepted by the Authority pursuant to this Clause 5.3 shall be considered an amendment to the Contract and shall be incorporated into the Contract.

5.4 At the Authority's request, the Contractor shall re-submit its proposal with amendments as discussed between the Parties. Any agreed one-off charge, on-going separate charges or adjustment to the Service Charges will be subject to the prior approval of the Parties (the Authority acting through an authorised representative of the Authority's nominated commercial representative and the Contractor acting through its nominated commercial representative named in Schedule I (**Contract Management**) by signature of Part C of the CCN in accordance with Clause 5.9 below.

5.5 Where the Authority requires the Contractor to resubmit the CCN, the Authority shall provide reasonable detail to the Contractor of the parts of the CCN that do not meet with its approval, setting out reasons for such rejection.

5.6 The Authority may, in its sole discretion, approve or reject the CCN where the Contractor is the originating party.

- 5.7 Subject to Clause 5.6 above, the Authority shall be entitled to cancel the relevant CCN where the New Service or Change does not meet the applicable Test and Acceptance criteria, as determined in accordance with Schedule H (**Acceptance Procedures**).
- 5.8 During Transition, the Parties shall agree a stream-lined procedure for assessing, agreeing and implementing Changes to the Contractor's Solution in accordance with Clause 2.2.1 above. If any Changes to the Contractor's Solution are being made in accordance with Clause 3 above, the Commercial Impact Procedure shall not apply to such Changes to the Contractor's Solution to the extent that they do not affect other parts of the Contract. The Authority shall not be entitled to reject a CCN which relates solely to the Contractor's Solution unless such Change has, or appears to have, an unreasonably adverse effect on the fulfilment of the Services, on the Authority's costs of running its business, or on the Authority's objective of avoiding lock-in to a single Contractor and enabling a smooth and effective transition (upon Termination or in connection with any Services removed from the scope of the Contract) to a Successor Contractor.
- 5.9 Subject to Clause 5.10 below, following an internal process of approval by the Authority and agreement between the Authority and the Contractor, Part C of the CCN will be signed by a member of the Authority's nominated commercial representative and the Contractor's nominated commercial representative named in Schedule I (**Contract Management**). Any CCN accepted by the Authority pursuant to this Clause 5.9 shall be considered an amendment to the Contract and shall be incorporated into the Contract.
- 5.10 No CCN can be implemented without the prior written authorisation of the Authority in accordance with Clause 5.9 above. If the Contractor proceeds with the implementation of a CCN without receiving prior written authorisation from an authorised commercial representative of the Authority, such CCN will be entirely at the Contractor's cost and risk (and the Authority may require the Contractor to undo the CCN at the Contractor's expense), except in emergencies where a demonstrable immediate risk of material loss or damage to either Party exists. In the event of an emergency, the Contractor shall notify an authorised commercial representative of the Authority as soon as practicable after implementation of the CCN, and subject to the Contractor demonstrating to the Authority that the costs incurred were reasonable in all the circumstances, the Parties shall retrospectively apply the Commercial Impact Procedure (where appropriate).
- 5.11 Until such time as a CCN is formally authorised by the Authority (as described in Clause 5.3 or 5.9 above), the Contractor shall, unless otherwise agreed in writing by the Authority, continue to perform and be paid under the Contract as if such Change had not been requested.

## 6. CHANGE MANAGEMENT

- 6.1 The Contractor shall record and track the progress of all CCNs and report the status of CCNs as part of its contract management reports to the Authority as set out in Schedule I (**Contract Management**).
- 6.2 The Contractor shall retain all information generated by or on behalf of the Contractor or made available to the Contractor by the Authority, whether written, electronic or otherwise, concerning each CCN, whether finally authorised or not, including receipts of payments, work undertaken, and the time involved for its respective employees and third parties, for a period of seven (7) years following the date of the creation of each piece of information.
- 6.3 The Authority shall have the right to review the information retained by the Contractor in accordance with Clause 6.2 above on giving the Contractor reasonable prior written notice specifying the CCN or CCNs covered by the review.

- 6.4 Without prejudice to the generality of Clause 6.2 above, the Contractor shall document all relevant costs incurred by the Contractor in undertaking any preparatory work and implementing any Change, which documentation shall be supplied to the Authority, on the Authority giving the Contractor reasonable prior written notice.

## 7. **DISPUTES**

All disputes relating to any CCN (whether or not finally authorised) or Change, including the charges for the implementation of any Change, shall be resolved in accordance with Schedule P (**Dispute Resolution Procedure**).

## 8. **PRIORITISING OF CHANGE CONTROL**

The schedule for CCN and Fast-Track Changes shall, wherever possible, be mutually agreed by the PCCB. Where there are constraints in delivery of multiple changes, due to resource (Contractor and/or Authority), technical limitations, funds or any other factor, the Authority shall have final decision on overall priority. Should the Authority invoke their right to reprioritise previously agreed changes without further agreement of the Contractor, they may be liable for reasonable additional costs incurred excluding any lost or delayed savings the Contractor may be anticipating as a result of a change. All such reasonable additional costs shall be agreed in writing between the parties prior to any final re-prioritisation under this clause.

## ANNEX L-1

## REQUESTS FOR NEW SERVICES / ADDITIONAL WORK

**1. Request for New Services**

The Contractor and the Authority shall agree on the nature and scope of any New Service, including where appropriate, the Service Levels for performance, the related pricing, and appropriate amendments to the affected part(s) of the Contract (if any). If agreed, the New Service shall be implemented through a CCN in accordance with this Schedule.

**2. Pricing for New Services**

2.1. The unit prices or other charges for any New Services shall be determined in accordance with Schedule E (**Pricing**). To the extent that such New Services are not covered by the pricing in Schedule E, then:

2.1.1 if such New Services are similar to the services provided under this Contract, the charges for such New Services shall be no more than the rates / prices set out in Schedule E; or

2.1.2 if such New Services are not similar to the Services provided under this Contract, the charges for the New Services shall be at rates / prices that the Contractor would charge the Authority in a competitive procurement and / or at preferential rates as an existing customer. The pricing for such new rates shall also comply with the Value for Money Mechanism in Schedule E (**Pricing**).

2.2. If the Authority's request for New Services includes a corresponding request for the Contractor to reduce or eliminate the Services which the Contractor is providing, then the Impact Analysis shall consider the resources and expenses required to provide such New Services, including implementation and on-going support, and the reduction in resources and expenses related to the Services being replaced. The net increase or decrease in resources and expenses will be the basis on which the Contractor shall quote a price to the Authority for the New Services.

**3. Request for Additional Work**

The Parties agree that during the Term of this Contract the Authority may request certain specific pieces of one-off development work / study tasks in relation to the Service or potential Service scope. All such requests for additional work will need to be processed and agreed on a case-by-case basis via the Change Control Procedure detailed in this Schedule, including but not limited to the need to provide an Impact Analysis as set out in Clause 3.3 above. These requests shall be priced according to the appropriate labour rates as detailed in Schedule E (**Pricing**) unless otherwise agreed by the Parties.

## ANNEX L-2

## CHANGE CONTROL NOTE

<b>Change Control Note</b>		<b>CCN Number:</b>	
<b>Part A: Initiation</b>			
Title:			
Originator:		Contact Number:	
Sponsor:		Contact Number:	
Date of Initiation:		Required by date:	
Change Category:		Priority Category:	(Priority 1 - urgent, Priority 2- normal)
<b>Details of Proposed Change</b>			
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, A3, etc.)			
<b>Authorised by AUTHORITY</b>	<b>Date:</b>		
<b>Name:</b>			
<b>Signature:</b>			
<b>Received by CONTRACTOR</b>	<b>Date:</b>		
<b>Name:</b>			
<b>Signature:</b>			

<b>Change Control Note</b>		<b>CCN Number:</b>
<b>Part B : Evaluation</b>		
(identify any attachments as B1, B2, B3, etc.) Changes to Services, terms of the Contract, personnel to be provided, charging structure, payment profile, documentation, training, Service Levels and component working arrangements and any other contractual issue.		
<b>Brief Description of Change:</b>		
<b>Impact:</b> (Refer to any impact analysis attachment where applicable)		
<b>Deliverables:</b>		
<b>Timetable:</b>		
<b>Acceptance Procedure</b>		
<b>Charges for Implementation:</b> (including a schedule of payments. If not applicable, mark "Not Applicable")		
<b>Other Relevant Information:</b> (including value-added)		
<b>Authorised by CONTRACTOR</b>	<b>Date:</b>	
<b>Name:</b>		
<b>Signature:</b>		

Change Control Note	CCN Number :
<b>Part C : Authority to Proceed</b>	
Implementation of this CCN as submitted in Part A, in accordance with Part B, is: (tick as appropriate)	
<b>Approved</b>  <b>Rejected</b>  <b>Requires Further Information</b> (as follows, as Attachment 1, etc.)	
<b>For AUTHORITY</b>	<b>For CONTRACTOR</b>
Signature	Signature
Name	Name
Title	Title
Date	Date

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ANNEX L-3**FAST-TRACK CHANGE MANAGEMENT PROCEDURE**

1. As detailed in Clause 2.2 of this Schedule the Fast-Track Change Management Procedure is the process for the planning, testing, co-ordinating, implementing and monitoring of Fast-Track Changes. The Fast-Track Change Management Procedure shall also determine the manner in which the Contractor shall control and manage changes in any and all aspects of those parts of Contractor's Solution that do not fall within the Change Control Procedures.
2. The Fast-Track Change Management Procedure shall meet the following requirements:
  - 2.1. provide a set of sub-processes designed to:
    - 2.1.1 manage and control the response to planned Changes;
    - 2.1.2 capture the required information from service requests and implementation reports for inclusion in the configuration database;
    - 2.1.3 create and control execution of plans for approved projects, reporting on progress and issues;
    - 2.1.4 provide that ownership responsibilities for resources will be properly exercised; and
    - 2.1.5 assess the potential business impact to the Authority.
  - 2.2. facilitate co-ordination and communication across the Authority and the Police Forces and facilitate measures to reduce the business impact and risk to the Authority of any change activity;
  - 2.3. provide processes for managing conflicts of timing, resources and priorities; and
  - 2.4. provide processes to establish clear ownership for individual changes to be established and maintained throughout the change process, with regular and appropriate progress updates communicated to those affected.
3. The Contractor shall:
  - 3.1. document in the Configuration Management plan for **the** Contract, the procedures for interfacing with the Authority;
  - 3.2. review, schedule and communicate proposed Changes with the Authority to minimise disruption of normal business processes;
  - 3.3. conduct Change management meetings with the Authority at a frequency set forth in the Fast Track Management Procedure above;
  - 3.4. collect data on each Change attempted, including the cause of any problems, measures taken to prevent reoccurrence, and impact on Police Forces. This data will be summarised and reported to the Authority on a quarterly basis. Promptly after being requested by the Authority, the Contractor shall provide the details of all instances and records of all Changes to the live environment so that the Authority may:



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- 3.4.1 determine that the Fast-Track Change Management Procedure was followed; and
  - 3.4.2 identify from whom Changes were initiated and where and how Changes occurred, including all relevant details;
  - 3.5. clearly define the roles and responsibilities of the areas and/or functional groups involved in the Change process, as well as formalise the communication process between affected Parties; and
  - 3.6. with the assistance of the Authority, develop a contingency plan for each Change to the Authority's operations or business, including regression procedures, notification and escalation lists, work-around plans, affected resources and risk assessments.