Policy Domain	SAP Incident / Change Management Policy	Creation Date	10th Feb 2021
		Classification	Internal
		Version	1.0
		Doc. Owner	IT Head

Document Control			
Prepared By **Vineet Kumar Chawla** **(Sr. Consultant IT)**	**Reviewed By** **Maruti Divekar** **(IT Head)**	**Checked By** **B P Rauka** **(CFO)**	**Approved By** **Mukund Kabra** **(Director)**

Document Modification History

SR #	Document	Version No.	Reviewed On	Checked On	Approved On	Effective Date	Authorized Signatory
1.	SAP Incident / Change Management Policy	1.0	05TH Mar 21	10th Mar 21	10th Mar 21	11th Mar 21	
2.							
3.							

Document Control

- This document is subject to version control and shall be managed by IT Head. Any request for amending this document shall be approved by Director. The IT Head shall review this document at least once in a year and/or when there is a significant change in technology adopted, business objectives, identified threats, legal environment, social climate and business processes.

- The document is available on Helpdesk Portal under Announcement and Server shared folder under AETL Policies and provided with HR Joining Kit, in non-editable pdf format and all the employees are expected to read and adhere to it. The approved and signed copies are available with IT Team, which can be used for audit purpose only. IT Team is responsible for maintaining updated copy of this document and its effective communication within Advanced Enzymes (AETL).

Policy Domain	SAP Incident / Change Management Policy	Creation Date	10th Feb 2021
		Classification	Internal
		Version	1.0
		Doc. Owner	IT Head

Table of Contents

1. Overview 3
2. Purpose 3
3. Scope 3
4. Procedure 3
5. Policy Review 4
6. Enforcement 4
7. Roles & Responsibility Matrix (RACI) 4
8. ISMS Steering Committee Members 5
9. AETL IT Helpdesk Contact Details 5

advanced enzymes
Where ENZYME is Life

Policy Domain	**SAP Incident / Change Management Policy**	**Creation Date**	10th Feb 2021
		Classification	Internal
		Version	1.0
		Doc. Owner	IT Head

1. Overview

The SAP infrastructure at AETL is expanding and continuously becoming more complex. There are more people dependent upon the SAP systems. As the interdependency between Information Resources infrastructure grows, the need for a strong change management process is essential.

From time to time each Information resource element requires an outage for planned upgrades, maintenance or fine-tuning. Additionally, unplanned outages may occur that may result in upgrades, maintenance or fine-tuning.

Managing these changes is a critical part of providing a robust and valuable Information Resources infrastructure for SAP.

2. Purpose

The purpose of this policy is to standardize SAP operational change management to be delivered a disciplined and reliable way.

3. Scope

This policy applies to employees, contractors, consultants, temporaries, and other workers at AETL, including all personnel affiliated with third parties. This policy applies to all SAP Landscape server in organization.

4. Procedure

4.1 Incident / Change Management Procedure

4.1.1 Initially all users need to create support request on Helpdesk Support Portal by manually or through mail. All requests must follow a process of logging/creating request on Helpdesk support portal Under Category 1) SAP – Change Request 2) SAP - Incident 3) SAP - Queries or requirement

4.1.2 Initially all support request will be assigned to SAP Project Head with default category template SAP – Incident.

4.1.3 Based on support request SAP Project Head will validate and update request category and re-assign ticket to SAP Support Team member.

4.1.4 Based on request type if any request come under category SAP – Change Request then SAP Project Head will validate and approve it on portal for any changes.

4.1.5 Change request related to Developments / Configurations / Transport requests need to be verified by end users with UAT. After UAT new change request can be transferred to production system.

4.1.6 Based on approval on change request appropriate support person will work and resolve the ticket.

4.2 Escalation Matrix

4.2.1 All support request should be logged on Helpdesk Support Portal through sending mail on sapsupport@advancedenzymes.com

4.2.2 If no any response received from Support Team within 24-48 Hrs, (Except Holidays) then follow-up mail should be sent on **sapsupport@advancedenzymes.com** and CC to **Ashok.Kandoi@advancedenzymes.com** along with your Reporting Manager (HOD).

4.2.3 If no any response received from Support Team within 72-94 Hrs, (Except Holidays) the follow-up mail should be sent to **mukund@advancedenzymes.com** and CC to your Reporting Manager (HOD).

5. Policy Review

The policy will be reviewed on yearly basis or if there is any major change in IT infrastructure to incorporate changes if any.

IT Head will be responsible for reviewing the policy and communicating the changes made therein.

6. Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

7. Roles & Responsibility Matrix (RACI)

Activity \ Role	IT Head	ISMS Steering Committee	Internal Users	External Users	Exempted
Authoring of this document	RA	RA	-	-	-
Approval of this document	I	CI	-	-	-
Sign-off of this document	CI	CI	-	-	-
Application of this document	RA	RA	RA	RA	-

R	Responsible
A	Accountable
C	Consulted
I	Informed

8. ISMS Steering Committee Members

1. Mukund Kabra (Director)
2. B. P. Rauka (CFO)
3. Maruti Divekar (IT Head)

9. AETL IT Helpdesk Contact Details

- Logging an online support request: **http://192.168.2.7:8080**
- Email: **it.helpdesk@advancedenzymes.com**
- Telephone: **022 41703234**

advanced enzymes
Where ENZYME is Life