

**Master Services Agreement XBID Solution – Exhibit 10 PER 120 – Change Management
Supplement 1 to Version 1**

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Master Service Agreement XBID Solution

Exhibit 10

PER120 – Change Management

Supplement 1 to Version 1

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1 Introduction

1.1 Introduction

This document describes the Change Management Process for changes to the XBID Solution for the provision of Services other than Development Services. The version 1.0 of this **Exhibit 10 (PER120 – Change Management)** as applicable before entry into force of this Supplement 1, governs the change management for the provision of the Delevopment Services.

The Change Management Process aims at identifying, evaluating, prioritising, and managing changes to the XBID Solution in a controlled manner. Included in the Change Management Process are the overall change control procedures, the roles and responsibilities for managing change, a change request form and a change request log.

1.2 Purpose

This document provides:

- A common understanding of the baseline against which change will be managed;
- A detailed explanation of the Change Management Process and the process steps; and
- A clear definition of roles and responsibilities throughout the process.

1.3 Intended Audience

The intended audience is the following:

- XBID Joint Steering Committee;
- Release Control Board;
- Account and Change Manager (DBAG);
- Release Manager (DBAG); and
- Maintenance Manager (DBAG).

1.4 Reference Documents

Below you find the list of referenced documents

- **Exhibit 1** (*Key Project Terms and Glossary*)
- **Exhibit 8** (*PPI150 - Risk Management & PPI120A Risk Register*)
- **Exhibit 11** (*Communication Plan*)
- **Exhibit 13** (*STT110 – Issue Management*)
- **Exhibit 17** (*PER110 – Documentation Management*)

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2 Basis for Change Management

[Redacted]

2.1 Baseline and Origins of Change

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2.2 Enforce a Change Management Process

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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3 Change Management Process

[Redacted]

[Redacted]

[Redacted]

3.1 Submission Step: Complete a change request form

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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3.2 Analysis Step: Perform review and evaluation of the change request

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[Redacted]

3.3 Decision Step: Approval of the Change Request

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

3.4 Handover to Release Management

[Redacted]

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4 Fast Track Process for Change Requests

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