Annexure 4: Change Control Process

Change control process is a method of ensuring the relationship between ACSA and our service provider is documented to ensure transparency, clarity, and accountability. This process manages the omission, additions, and alteration of users, stakeholders and contents of the observation and perception templates.

The change is initiated by a system user through completing a change request form (see below) and forwarded to the system administrator (Platform service provider) and system coordinator (from ACSA) for processing. All changes are authorized by the system coordinator and affected by the system administrator.

Example of system change are listed below:

➢ Change in stakeholder details
  o This includes (Name change of the site, contact details, etc.…)
➢ Additions and removal of sites
  o This refers to any environment added to the system or removed (e.g., outlets, business sites, airport, operations environment, stakeholders)
➢ Access or removal of users from the system
  o Done through the access form (see below), where anew user is added to the system
  o There are different types of access that can be requested, these include:
    • Access to conducting observations
    • Access to being added as report recipient
    • Access to the reporting dashboard
    • Access to the data capturing interface
➢ Changes to the observation template (e.g., addition or removal of questions, changing of template structure, spelling etc.…)
➢ Changes to a completed observation (e.g., incorrectly captured information)

Confidential

CHANGE REQUEST FORM

AIRPORTS COMPANY
SOUTH AFRICA

REQUESTOR SECTION		CHG. No.	OFFE
ACSA Business User or IT Department or 3rd Party Vendor requiring a change to the Production environment to complete this section.		**0000000**	
FULL NAME:	CONTACT TEL. No. / CELL:		CHECK
EMAIL ADDRESS:	COMPANY:		
DATE CHANGE REQD:	PRIORITY OF CHANGE:	REL. No.	CHECK
FULL DESCRIPTION OF THE CHANGE REQUIRED:		**0000000**	
FULL DESCRIPTION OF THE BENEFITS OF THE CHANGE:			
IMPACT OF NOT DOING THE CHANGE:			
DATE & TIME CHANGE REQD. TO BE IMPLEMENTED:			

SYSTEM COORDINATOR SECTION		OFFICE
The REQUESTOR must obtain an APPROVAL from the SYSTEM OWNER to continue with the Change Request.		USE
FULL NAME:	CONTACT TEL. No. / CELL:	CHECK
EMAIL ADDRESS:	DEPARTMENT:	
AFFECTED AIRPORTS:	AFFECTED SYS / APPS / HW:	CHECK
SIGNATURE:	IF NO, REASON:	
COMMENTS:		

PROJECT MANAGER SECTION		OFFICE
The INITIATOR / PM must manage and coordinate the Change. This includes all communication, escalation, planning, testing, implementing etc.		USE
FULL NAME:	CONTACT TEL. No. / CELL:	CHECK
EMAIL ADDRESS:	DEPARTMENT:	
ESTIMATED COST:	COST CODE:	CHECK
CATEGORY OF CHG:	TYPE OF CHANGE:	CHECK
SIGNATURE:		
DESCRIBE TESTS TO REDUCE RISKS:		
WHAT AREA OF IT WILL BE AFFECTED:		

Airports Company South Africa

Quality Management System Access Request Form

To be Completed for all logical access in the ACSA environments.
Owners and Managers will approve and sign this document and then please email to:
Amanda.Mathebula@airports.co.za

New User	☒	Existing User	☐	Contractor	☐
Name		Surname			
Employee Number		Job Title			

Contact Details					
Location		Cell Number			
Work Number		Department			
Email Address					

Detail of Access Required	
Required Access	
Duration	
Reason for Access	

Approval

I, the undersigned, hereby confirm that I have read and understood and shall comply with ACSA's
Information Security Policy;
Acceptable Use Policy;
Access Control and Third-Party Management Policy;
Software Asset Management Policy;
Service Management Policy;
End User ICT Devices Policy; and Information Security Standards and Procedures.

Requester	Name and Surname:		
		Date:	Signature:
Authorising Line Manager	Name and Surname:		
		Date:	Signature:
System Facilitator/ System Owner	Name and Surname:		
	Reference Number:	Date:	Signature: