

## CHANGE MANAGEMENT PLAN

**The Vendor shall provide in its Response to DIR a Change Management Plan that shall include but not be limited to:**

- A. The Vendor shall provide a Request for Change (RFC) to DIR 10 business days prior to the proposed Change which shall include the following information at a minimum:
- Change Requestor Information;
  - A summary of the proposed Change;
  - Reason for the proposed Change;
  - List of affected systems, policies and procedures;
  - Change Category;
  - Change Priority;
  - Change contact information;
  - Description of test strategy and test completion results;
  - Description of implementation methodology and the Requirements (if any) of other entities including other Vendors, DIR, DIR Customer(s);
  - Rollback procedures; and
  - Proposed implementation timeline including multi step Change information, if applicable.

At least 10 business days prior to the change, Hughes will provide to DIR and its Customers an RFC that will contain the following:

- Change requestor information
- A summary of the proposed change
- Reason for the proposed change
- List of affected systems, policies and procedures
- Change category
- Change priority
- Change contact information
- Description of test strategy and test completion results
- Description of implementation methodology and the requirements (if any) of other entities including other vendors, DIR, DIR Customer(s)
- Rollback procedures
- Proposed implementation timeline including multistep Change information, if applicable

**The Vendor shall provide Infrastructure Change/Release Management Reports on a weekly basis. This report shall provide a forward schedule of Changes and maintain a history of Changes that were proposed, scheduled and completed or abandoned with descriptions of results.**

Initial requirement is Tab Delimited file delivery. Files will be provided in this way until such time as Vendor and DIR mutually agree on XML interface specifications. DIR acknowledges that Hughes may need to perform software development work in order to deliver files in an XML format and DIR agrees that Hughes will acquire Customers on the Tex-an NG Contract prior to initiating this XML format change.

**The Vendor shall be responsible for coordinating the activities of all Changes with DIR and other Vendors as necessary to ensure that appropriate resources are available for monitoring, testing and implementation.**

Hughes will be responsible for coordinating the activities of all Changes with DIR and other Vendors as necessary to ensure that appropriate resources are available for monitoring, testing, and implementation.

**The Vendor shall provide an After Action Report (AAR), including root cause analyses and corrective actions, following any unsuccessful Change or any Change which results in an unexpected negative impact to DIR or Customers, see Appendix B-10. This report shall be provided within three (3) business days of the change incident. If root cause cannot be determined within three (3) business days, the Vendor shall notify DIR of its timeframe to identify root cause and provide a complete AAR.**

Hughes will provide an After Action Report, including root cause analysis and corrective actions following any unsuccessful Change or any Change which results in an unexpected negative impact to DIR or Customers. Hughes calls this report a "Post Mortem Report." The report will be provided within 3 business days, and Hughes will notify DIR of its timeframe to identify root cause and provide a complete AAR.

**Changes will be reviewed by a DIR Change Management Board (CMB). The CMB will have the authority, in its sole and absolute discretion, to authorize the Change, postpone the Change, or deny the Change entirely depending on the information provided and the readiness of all parties associated with the Change. DIR reserves the right to request a delay to or deny any RFC. Some reasons for deferring a Change are, but are not limited to:**

**Risk is too high**

Based on direction from DIR, Hughes will postpone or not implement the change if DIR determines that the risk is too high.

**Change does not make business sense**

Based on direction from DIR, Hughes will postpone or not implement the change if DIR determines that the change does not make business sense.

**Resources are not available (router, cable, bandwidth, etc.)**

Based on direction from DIR, Hughes will postpone or not implement the change if DIR determines that resources are not available.

**Not enough information to support the Change**

Based on direction from DIR, Hughes will postpone or not implement the change if DIR determines that there is not enough information to support the Change.

**Scheduling conflicts**

Based on direction from DIR, Hughes will postpone or not implement the change if DIR determines that there are scheduling conflicts.

**DIR understands that in some cases, emergency Changes will need to be made without proper notice to DIR prior to the Change. In those instances, the Vendor shall provide DIR with an AAR (even if the change was successful). In addition, the Vendor shall provide a follow up RFC and document the Change in the Change/Release Management Report.**

Hughes will provide DIR with an AAR for emergency changes (even if the change was successful). In addition, Hughes will provide a follow-up RFC and document the Change in the Change/Release Management Report.

**The Vendor shall provide DIR with equivalent system mapping for the following Change priority definitions:**

**Emergency (same day) Causing loss of service or severe usability problems to a large number of users, a mission-critical system, or some equally serious problem. Immediate action required.**

Hughes defines Emergency change priority as “Changes to resolve an event that has caused or could cause interruptions of service is implemented as soon as possible without causing additional interruption.”

**High (next window): Severely affecting some users or having an impact upon a large number of users. To be given priority for change building, testing and implementation resources on the immediate next scheduled Change window.**

Hughes defines Non-Emergency change priority as “Changes required to improve performance or correct minor issues are implemented in the next regularly-scheduled maintenance window. This includes scheduled upgrades.”

**Medium (future window): No severe impact, but remediation of the incident must be addressed during a Change window in the near future.**

This would be considered by Hughes to be a Non-Emergency change. Hughes defines Non-Emergency change priority as “Changes required to improve performance or correct minor issues are implemented in the next regularly-scheduled maintenance window. This includes scheduled upgrades”.

**Low (routine): A Change is justified and necessary, but can wait until resources can be allocated and scheduled accordingly.**

This would be considered by Hughes to be a Non-Emergency change. Hughes defines Non-Emergency change priority as “Changes required to improve performance or correct minor issues are implemented in the next regularly-scheduled maintenance window. This includes scheduled upgrades.”

**The Vendor shall provide DIR with equivalent system mapping for the following Change categories and definitions:**

**Major:** Involves potential impact on the highest percentage of users. The Change may be new technology or a configuration Change that will likely cause Downtime of the network or a Service. These changes shall be kept to a minimum.

**Significant:** Affects a high percentage of users. The Change is a nonstandard Change that may involve Downtime of the network or a Service.

**Minor:** Affects a smaller percentage of users and risk is less because of the organization’s experience level with the proposed Change. It differs from a routine Change in that although the risk is low, the Change may not have been performed before or is rarely performed.

**Routine:** Affects the smallest percentage with minimal or no impact/risk to users and has a set release process where tasks are well-known and proven.

All changes require Hughes’ CCB review and approval.

Changes that affect traffic require approval from Hughes Operations management and appropriate Hughes engineering representatives are classified as 7-Day Window Requests.

These are scheduled after receipt of the request, if, and only if, the changes will not impact other National NOC operational traffic, i.e., the requested changes only impact the requester's network.

Changes that affect more than 5% of a Customer's remote sites or more than one Customer are classified as 10-Day Maintenance Windows Requests. This includes, but is not limited to IPGW resets, software changes, new releases, etc.

**DIR reserves the right, in its sole and absolute discretion, to request Changes to be made outside of standard change windows on an individual case basis.**

Hughes will agree to accept Changes outside of standard change windows on an individual case basis.