

## Annexure B

### List of standard changes:

Change Name	Change Description	Responsible Person	SOP Name
Microsoft Active Directory	Changes that are required with regards to the configuration of Microsoft Active Directory	Senior Manager Contract, Legal, ICT	SOP Changes to active directory
Changes and maintenance on Samras developed systems	Implementation of changes and maintenance on Samras systems developed for Overberg District Municipality lines of business	Senior Manager Contract, Legal, ICT	Samras system changes
Upgrading of firmware	Upgrade the firmware on ICT infrastructure equipment	Senior Manager Contract, Legal, ICT	SOP Update of firmware
ICT Patch Management	Original software manufacturers regularly release software patches that either fixes bugs or protect operating systems and applications from exploitation. These patches, some critical, have to be deployed on ICT infrastructure to mitigate risks of exploitation and/or loss of functionality and data	Senior Manager Contract, Legal, ICT	SOP ICT Patch Management
Changes to server and firewall rules	Changes applied with relations to the configuration rules that apply to servers and firewall	Senior Manager Contract, Legal, ICT	SOP Rule changes to servers and firewall
All deployments to Samras test environment	Functionality changes requested by users during normal conduct of business are identified and reported to suppliers.  Suppliers effect changes and deploy to test environment for testing by municipality.	Senior Manager Contract, Legal, ICT	Change request from service provider
Deployments to Samras production environment	Functionality changes that are required to ensure the functional operations of information systems are tested on the test environment first and approved by the municipality's functionaries.  This excludes all major information system upgrades.	Senior Manager Contract, Legal, ICT	Change request from service provider

Approved / Not Approved

Comments:

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**Celeste Domingo**

**Chairperson of the ICT Change Management Committee**

**Date:** \_\_\_\_\_