TECHNOLOGY & CONTINUITY

Change, release & configuration management

Make technology changes deliberate, traceable and recoverable, with authority proportional to their impact.

DOCUMENT	PREPARED	STATUS
MSP-15	1 October 2026	Draft for adoption

Scope & application

Configuration, software releases, infrastructure modifications and emergency changes to managed systems. Standard change categories and approvers are recorded for each engagement.

Who does what

NovaSoft engagement lead

Scopes the work, assigns authorised personnel and maintains implementation and exception records.

Client service and risk owners

Approve access, business decisions, priorities, notices and residual risks; provide accurate scope and timely lifecycle requests.

Users and suppliers

Follow the approved arrangements, report issues and perform responsibilities assigned in the service schedule.

Draft for adoption. Confirm applicable requirements, implementation, owners and approval in the written client service schedule before operational use. Effective date is assigned on adoption.

THE POLICY IN PRACTICE

Control requirements.

01 Describe the proposed change

Record purpose, affected systems, dependencies, risk, expected outage and business owner. Check data-handling and access implications before implementation.

02 Assign an approval route

Define pre-approved standard changes, ordinary approvals and emergency authority. A request to investigate a fault does not automatically authorise a material service or permission change.

03 Prepare validation and rollback

Identify expected results, test steps, recovery prerequisites and who can stop the change. Confirm a suitable backup or other recovery option when the work may affect data or availability.

04 Communicate the window

Notify affected contacts through the agreed channel. Include expected impact, timing and support arrangements; coordinate with external suppliers where their systems are involved.

05 Implement and record

Use controlled access and retain relevant commands, configuration differences or deployment records without exposing secrets. Pause or roll back when the agreed stop criteria are met.

06 Close with evidence

Validate the result with the responsible owner, update documentation and monitor agreed follow-up signals. Review emergency changes retrospectively and record any unresolved impact.

FROM POLICY TO DELIVERY

Operate. Record. Review.

01 Record the scope, risk and approval path.

02 Prepare testing, communications and recovery.

03 Execute the approved change and capture the outcome.

04 Validate, document and close or assign follow-up work.

Agree with the client

- Change categories and approval authority
- Maintenance windows and notices
- Testing, rollback and acceptance criteria
- Emergency and retrospective review process

Evidence to retain

- Change request and approval
- Implementation and validation evidence
- Updated configuration and review actions

Exceptions & review

Record the requirement, reason, affected scope, risk owner, compensating measures and expiry or review date. Seek approval before deviating, or use documented emergency authority and arrange prompt review. Exceptions cannot waive applicable legal duties.

Review trigger: For each material change, after failed changes and at agreed process reviews.

Proposed owner: NovaSoft engagement lead with the client service/risk owner. Review at least annually, and earlier when the trigger above applies. Version changes require an approval and client-impact record.

References & related information

ASD/ACSC - Managed service provider guidance

NovaSoft public policy library and application notes