

Change Management Policy

Beyond

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Table 1: Control satisfaction

Standard	Controls Satisfied
TSC	A1.1, CC8.1, CC3.4, CC9.1

Table 2: Document history

Date	Comment
Aug 18 2023	Initial document and review

1 Purpose and Scope

- a. This Change Management Policy ensures that all changes to Beyond production environment are introduced in a controlled, coordinated, and systematic manner. This policy supports Beyond goal of continuous deployment while maintaining a low change failure rate and a quick recovery time.
- b. We recognize the value of rapid and frequent deployments to Beyond production environment. We also understand the importance of ensuring the stability, security, and performance of Beyond systems. This policy provides a framework to strike a balance between agility and assurance.

2 Change Types

- a. Given Beyond high frequency of releases and our proven track record, we categorize changes as follows:
 - i. *Standard Changes:*
 - 1. Are low risk, pre-approved, and can be deployed automatically without the need for additional approvals.
 - 2. Are well-understood, repeatable, and revertible.
 - ii. *Emergency Changes:*
 - 1. Address critical issues or vulnerabilities.
 - 2. Require expedited review and approval.
 - iii. *Exceptional Changes:*
 - 1. Carry a higher risk or are non-routine.
 - 2. Require a detailed review and specific approval.

3 Change Approval Process

- a. *Standard Changes:*
 - i. No additional approval required. The collaborative nature of pair programming ensures that code is reviewed in real-time by a second party.
 - ii. Must have passed all required automated tests and checks.
- b. *Emergency Changes:*
 - i. Even if developed with pair programming, require sign-off from at least one senior team member given the urgency and potential impact.

- ii. Post-deployment review to be conducted within 24 hours.
- c. *Exceptional Changes:*
 - i. Require pair programming during development due to their higher risk or non-routine nature.
 - ii. Additionally, reviewed by the Change Advisory Board (CAB).
 - iii. Require approval from relevant stakeholders.
- d. By integrating pair programming into the change approval process, the policy emphasizes the importance of collaborative development and real-time code review. This approach enhances the quality of the code and reduces the likelihood of errors, aligning with the “two pairs of eyes” control principle.

4 Monitoring and Reporting

- a. Every change deployed to production will be logged with relevant details.
- b. Metrics, such as deployment frequency, change failure rate, and mean time to recovery, will be continuously monitored.
- c. Weekly reports will be generated to review performance against Beyond-benchmarks. Metrics must be available in real-time

5 Rollback and Recovery

- a. All changes must have a predefined rollback plan.
- b. In the event of a failure, changes should be rolled back immediately to maintain system stability.
- c. If the mean time to recovery exceeds our benchmark, a post-mortem analysis will be conducted to identify root causes and implement corrective actions.

6 Continuous Improvement

- a. Given our commitment to continuous deployment and improvement:
 - i. Feedback loops are established to learn from both successful and failed changes.
 - ii. Regular reviews are held to refine and improve the change management process.
 - iii. Training and resources are provided to team members to enhance their skills and knowledge.

7 Compliance

- a. All team members are required to adhere to this Change Management Policy. Non-compliance may result in corrective actions.