

Change Control Process

This Change Control Process outlines the steps and procedures for managing change requests (CRs) within the Simplified Loader's Support Portal. The process ensures that all changes are thoroughly evaluated, developed, tested, and implemented in a controlled manner.

1. Standard Change Control Process

The Change Control Process is designed to manage any modifications or enhancements to the Simplified Loader system, including new features, updates, and bug fixes. The process involves the following key stages:

- 1. Submission:**
The Change Request (CR) is submitted by the customer via the Support Portal.
- 2. Review and Clarification:**
The support team reviews the request, seeks necessary clarifications, and assesses the development effort required.
- 3. Development and Testing:**
Approved changes are developed, followed by rigorous testing to ensure quality and reliability.
- 4. Release:**
Upon successful testing, the change is implemented in the live environment.

2. Submitting a Change Request

All Change Requests must be submitted through the Simplified Loader Support Portal. This centralized system allows for efficient tracking, communication, and management of requests, including those requiring development work.

3. Review and Clarification

After a Change Request is submitted:

- The support team will review the request in detail.
- The team may reach out to the customer for additional information or clarification if necessary.

- If the request pertains to the development or modification of common features and functionality of Simplified Loader, the change will be developed at no extra cost to the customer.
- If the request involves development that is specific to the customer's unique requirements, additional costs for development and ongoing maintenance may apply. The exact cost will be communicated to the customer as part of the Change Request process.

4. Evaluation and Communication

The support team will evaluate the Change Request based on the following criteria:

- Impact: How the change will affect the existing system and users.
- Feasibility: The technical feasibility of implementing the change.
- Timeline: The estimated time required to develop, test, and release the change.

After the evaluation, the support team will communicate the tentative release date for the testing phase of the template.

5. Development and Unit Testing

- The change will be developed by the Simplified Loader development team, ensuring that it adheres to the system's standards and requirements.
- Following development, the change will undergo thorough Unit testing to verify that it functions as intended without introducing any issues.
- The change will undergo peer review ensuring quality, high standards, and modularity of the change.

6. User Acceptance and Release

- The customer will be notified when the change is ready for testing in the staging or testing environment.
- Upon successful testing and customer approval, the change will be deployed to the live environment.

7. Portability of Common Features and Functionality

Thanks to the modular design of the Simplified Loader templates, any changes related to common features and functionality can be easily ported across all other templates. This modularity ensures consistency and efficiency, allowing for seamless updates and enhancements across the entire system.

Conclusion

The Change Control Process is designed to manage changes and development in a structured and efficient manner, ensuring that all modifications are thoroughly evaluated, developed, and implemented. By following this process, we aim to maintain the integrity, reliability, and performance of the Simplified Loader system while accommodating the evolving needs of our customers.

Authorized signatory



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Signed on: 05-Sep-2024