

<b>Black Gaming LLC</b>  <b>Change Control Policy</b>	<b>Doc. Version:</b>	2.0	Page 1 of 2
	<b>Revised by:</b>	BG LLC IT	<b>Revision Date:</b> New
	<b>Effective Date:</b>	8-24-07	
	<b>Approval:</b>	COO and CFO	
	<b>Filename:</b>	Change Control Policy v 2.0	

**1.0 Responsibility and Authority**

It is the responsibility of all IT team players to conduct infrastructure-related activity in accordance with the Change Control Process.

The IT Director has the authority to maintain this process.

**2.0 Purpose**

This document describes the **BLACK GAMING LLC** IT Change Control Process. This process is enacted:

- to manage change utilizing a scheduled maintenance model
- to allow only authorized changes to be placed into the production
- to provide a formal change tracking method
- to build a history of all changes made to the production infrastructure

**3.0 Scope**

This policy should be used in conjunction with any new releases or changes to the Information Technology Production Infrastructure environment utilizing the monthly maintenance schedule. The only exceptions are emergency and security changes.

**4.0 Guidelines**

- The Change Control Process is enacted each time changes are made to **BLACK GAMING LLC** Information Technology Production Infrastructure.
- The completion of all required documentation for the change must be completed before the change should be placed on the schedule.
- The monthly maintenance schedule should be used to implement changes into the production environment. Changes should be scheduled allowing for proper notification of the system owners and associated users.

**5.0 Policy**

All requests for changes to the **BLACK GAMING LLC** Information Technology and Infrastructure require the initiation of a Help Desk ticket by calling or sending an email to the Help Desk.

In all cases, change control requires the proper approvals from all of the involved parties prior to implementation.

In some emergency/security changes, the changes can be implemented and all approval and documentation must follow.

**6.0 Six Policy Steps of the Change Management / Special Projects**

**Step 1 – Feasibility and Request**

All Change requests are initiated by a help desk ticket. Change management requests are evaluated by IT Management to determine request feasibility and if request is a Special Project/SDLC. Special Projects are requests that require more than 20 hours and/or expenditures in excess of \$5K. Before a Special Project can be submitted to Senior Management for approval, a Project Request Form must be completed and authorized by the requesting department’s management.

**Step 2 – Approval**

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All Special Project requests that IT Management determines to have a high impact on the Organization, or that require expenditures greater than \$5,000, must be approved by the COO and/or CFO. Once the change is accepted, the documentation process is followed using the help desk ticket to track the progress and status of the request. High impact is considered to be mission critical, customer facing applications and associated infrastructure that can not be unavailable for more than four hours. (Refer to application inventory.)

### **Step 3 – Assignment and Development**

The IT Management Team determines the impact on the organization and the amount of time required to implement the change request. The assignment of the required resources, human and technical, internal and/or external, is managed by IT Management. All development, implementation or modification projects which meet the Special Project criteria will include a plan to convert existing elements such as hardware, software, transaction data, master files, backups and archives, interfaces with other systems, procedures, system documentation, etc. The plan will define how testing in the test environments is conducted and how the conversion will be conducted.

### **Step 4 – User Acceptance Testing**

A detailed verification of the initial processing of the new system should be performed by the system owners to confirm a successful transition. For all Special Projects and requests that required COO and/or CFO approval, the requester must accept the test results by signing the Project Request form. All requests must have formal user acceptance signoff. The test results are then reviewed by the Director of IT prior to assignment in the monthly maintenance schedule. Documentation of the Director’s review is stored in the help desk ticket using the Accept or Reject process. See Help Desk Procedure.

### **Step 5 – Promotion to Production**

The Director of IT is responsible for all changes to the production environments. All changes are placed into production after a backup has been completed. Based upon the change, a roll back plan, to include but not limited to restore from tape, is defined on the Project Request Form.

### **Step 6 – Post Implementation Review**

All requests are reviewed by the Director of IT post implementation in production upon help desk ticket closure. A project review meeting for each Special Project is coordinated by the Director of IT with the associated department Managers. Meeting minutes are kept and attached to the help desk ticket.

## **7.0 Enforcement**

Management will determine appropriate use and enforce this policy. A violation of this policy will be acted upon immediately, and appropriate corrective action taken. Any violation of this Policy by the employee may result in disciplinary action, to and including, the following:

- Offenses will be reported to the employee’s manager for review
- Probation
- Termination of employment
- Other disciplinary action
- Civil and/or criminal prosecution

## **8.0 Additional Information**

Any inquiries relating to the Change Control Policy should be directed to the designated Director of IT Support.