



**MTN**

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# **Unauthorized Changes Management Guide**

Version 1.1

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## 1.0 PURPOSE

The purpose of this document is to define the Unauthorized Change Management activity based leading practice guidelines and international standards. All MTN personnel, Network Operations and IT Service delivery teams shall adopt this Change Management document to the best possible extent.

### Note:

Any deviations to the standard process activities, tasks, roles, reports, metrics should be captured as exceptions in the Implementation Plan and approval should be obtained from the OpCo/ManCo division Governance team, Service Delivery Managers (SDMs) and Delivery Leads.

This document takes into consideration that users/employees have read and understood the Change Management guideline which details the definition and processes for Change Management Procedures within MTN Zambia and is used as an annexure to that very document.

## 2.0 SCOPE

The following provides a basic understanding of the “In Scope” elements of the Unauthorized Change Management process guide. All items not specifically listed within the Scope section are deemed “Out-Of-Scope”.

- All MTN OpCo/ManCo division Network Operations and IT Service Delivery Teams
- All MTN employees
- MTN’s IT vendors at all OpCos/ManCo divisions
- All components in the Technology environment (Infrastructure/Applications) of a particular OpCo/ManCo division

## 3.0 TARGET AUDIENCE

The primary audience for this process guide is the Change Management Team as defined within the Roles and Responsibilities section of this document. The Change Management stakeholders and Service Management Leads are also expected to adhere to this document.

## 4.0 WHAT IS AN UNAUTHORISED CHANGE

According to the ITIL v4, an unauthorized change is a “*change made to the IT infrastructure that violates defined and agreed Change policies*”.

In other words, An Unauthorized Change is a change in an end-user's selection of a provider of telecommunications service that was made without authorization verified in accordance with the verification procedures specified under existing Change Management Policy.

## 5.0 DETECTION PROCESS

In current MTN Zambia setup, there are 3 known ways of detecting an unauthorized change namely

- Whistleblower
- Service Management Tool
- Logs and Manual detection

- **Whistleblower**

Any individual/employee can bring information of an authorized change with the MTN environment to the Change Advisory Board / Change Manager for review and verification.

This is encouraged and amnesty to any punishment will be accorded at the discretion of the CAB.\

The whistleblower can request audience with CAB during Unauthorized Change review or directly with CIO/HOD to bring before CAB with associated evidence for review.

- **Service Management Tool**

The information technology service management tool must have a working module to detect changes in current configurations which can be compared to logged changes for that period.

MTN Zambia uses Service Now from Accenture which has an Unauthorized Change module where Change Manager checks before each CAB for previous week. Change Manager is then expected to engage teams involved to discard any false positives (Valid changes that have been erroneously detected as Unauthorized Changes) before CAB or Pre-CAB sit so as not to delay or undermine proceedings.

- **Logs and Manual Detection**

During standard operations the team or service manager can review logs to check for any changes in documented configurations.

The review of these logs will be within standard working operations.

Once established that an unauthorized change occurred, then said Manager will provide this information to CAB for review.

## 6. Review of Unauthorized Change

Change Advisory Board ("CAB") meetings are conducted in accordance with Change Management Policy. During meetings, CAB assesses RFC's to ensure they deliver desired outcomes and test results produced expected results. If assessment and test results are not satisfactory or have undesirable impact on related Technology services, the Change Management Process Owner and / or Change Coordinator can suggest re-working or reject the Change. In either case, the status of RFC updated, reason recorded, and the Change Submitter informed of the decision.

The CAB will also conduct an Unauthorized Change review.

During this review all detected unauthorized changes presented to them are reviewed for validity. The individual responsible for the change will then defend or justify the change.

The CAB will then determine whether Change Owner has indeed issued an unauthorized change.

## 7. Consequences of an Unauthorized Change

Upon being found with a case to answer the Change Owner will be subject to the below consequences to be decided by CAB members and Managers associated.

If found without a case to answer, Change Owner can continue as normal.

- Revocation of CAB privileges – The Change Owner/Service will no-longer be to bring changes to CAB without explicit involvement of Senior Management.
- Escalation to Senior Management – MTN or Partner Senior Management will be engaged to make decision on consequences.
- Disciplinary Action – Disciplinary action shall follow in accordance MTN Zambia Code of Conduct

## 8. AUDIT Requirement


As Unauthorized changes are an auditable item, Change Manager must keep record of Unauthorized Change review.

The presence of exercise should be documented in CAB minutes and where not possible the Change Manager must provide a time when unauthorized changes can be reviewed by CAB.

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Final Audit Report

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