LEVEL 2 – LEVEL 3 AGREEMENT

ANNEX 5 – T2S CHANGE AND RELEASE MANAGEMENT PROCEDURE
1. Scope of the Change and Release Management Process

The process to implement changes in the T2S system involves many different T2S Actors, as specified in the Framework Agreement (between the Eurosyst em and CSDs) and in the Currency Participation Agreement (between the Eurosyst em and non-€ Central Banks). In view of the L2/L3 Agreement, the Change and Release Management Process (CRMP) specified in this document treats the interaction between the Eurosyst em and the 4CB in dealing with change requests.

It covers all changes as defined in section 1.1 below, for which a change request is initiated after the Framework Agreement and/or the Currency Participation Agreement(s) enter into force. Changes to the systems connected to T2S (e.g. CB and CSD systems) are not within the scope of this procedure. The assessment and implementation of exceptional changes is not covered in this document, and will be agreed between the Parties in good faith.

The 4CB as T2S Operator will develop their own internal change and release management procedures, which will describe in more detail the relations between the 4CB actors, including the 4CB decision-making bodies. The present document does not describe in detail the internal 4CB organisation for Change and Release Management, but describes the T2S CRMP with a special focus on the interface between the Eurosyst em and the 4CB.

The document neither covers the incident/problem/defect management process, which will be described in the T2S Manual of Procedures, nor aspects concerning the financing of any changes by Level2.

The CRMP is based on the ITIL standard for IT service management. Wherever possible, this document is using definitions, terms or expressions which apply also to the Annex “The T2S Change and Release Management” to the Framework Agreement and the Currency Participation Agreement.

Any adjustment of the Change and Release Management Procedure will require a joint decision by the T2S Programme Board and the 4CB.

1.1. Definition of change

For the purpose of this document a change is defined as any addition to, deletion from or modification of any item in the T2S system.

Only changes to the T2S technical environment (hardware and software as well as supporting functional and technical documentation) are considered. Procedural or organisational changes are not subject of this CRMP. Changes to the legal arrangements are also not subject to this CRMP.

In respect to this CRMP a change is characterised by its urgency level and its relevance. The distinction between Common and Specific Changes, which is made by Level2 mainly for financing reasons is not relevant.

As its Urgency Level is concerned, a change falls under one of the following categories:
1. Normal changes

2. Emergency Changes

1. Normal Changes: when changes can be foreseen, planned and fully tested before implementation in the live environment (i.e. which are in the scope of the T2S CRMP between the Eurosystem and the CSDs);

The relevance of the normal change distinguishes between:

- **Major Changes**, which have an impact on the T2S software and hardware, the functional and technical documentation, the budget (operational costs) and/or the Service Level (modification of functionality, improvement of a material component etc.).

- **Minor Changes**, which do not have any impact on functional and technical documentation, budget (operational costs), or on the SLA, or on the T2S Actors, but will modify relevant parts of the T2S configuration (for example a new version of a system software component). Minor Changes must be reported ex-ante to the Eurosystem (see section 5 below).

- **Bug corrections**, which are software corrections that need to be performed on the production environment otherwise the bug concerned could lead to substantial operational problems, require heavy workarounds and/or lead to any other clear increase in the operational risk level. Bug corrections can be distinguished between bug fixes which can be delivered within a major or minor release or hot fixes which can be delivered at any other time, if deemed necessary, due to time constraints so-called “Hot Fix”).

Changes related to the ongoing system maintenance such as technical configuration parameters (e.g. renewal of SWIFT certificates, updates of anti-virus software, etc.), new printers/terminals, 4CB internal changes for administration, etc., that do not impact in any way the T2S Actors and the Eurosystem from the budget, technical, functional, operational and planning point of view will not be reported by the 4CB to the Eurosystem.

2. Emergency Changes when a change has to be performed within a short time frame on the live environment in order to maintain the continuity of service. It is noteworthy that an emergency change is necessarily a correction. Priority is given to quick restoration of the system operation, with ex-post completion of the risk analysis. This procedure shall be applied, typically, to manage the changes that are the result of the processing of an incident

1.2. Principles

- The 4CB and the Eurosystem, on its own behalf and/or on behalf of its customers, can initiate change requests to the T2S environment;

- All Major Changes must be authorised by the Eurosystem. There are three decision points: i) the decision to conduct a detailed assessment, ii) the authorisation to plan and
build the change and iii) the authorisation for the go live. The latter also needs confirmation by the 4CB;

- Minor Changes may be decided by the 4CB. Nevertheless, the 4CB should inform the Eurosystem in advance of the nature of the change and of the envisaged date for its implementation before delivering it into production (See section 5);
- Amendments to already approved change requests will be considered only in exceptional circumstances in order to allow the 4CB to develop the system on a consistent basis;
- Any significant delivery problems encountered by the 4CB should be made transparent and escalated to the Eurosystem as soon as possible;
- No change will ever be implemented in production (live) without having been previously implemented and tested in a comprehensive and successful way on the internal, Eurosystem and user acceptance environments. In case of emergency changes and hot fixes a deviation from this principle is possible (see section 4).
- Release notes providing information about an individual change or a release package will be delivered to the Eurosystem prior to the implementation on the test and production environments (EAC, UTEST, PROD)

1.3. Follow-up of changes

A change request is materialised by a Change Request form, which is used to follow-up the processing of the change through its life cycle. Each change receives a unique change control number attributed by the Eurosystem, generally from the initiation stage, in order to ensure a full traceability of the change and release management process, irrespective of the decision to implement or not the change.

The requester performs the initial description of the change in the Change Request form. If deemed necessary, additional information will be requested by the Eurosystem from the requestor in order to have a complete and unambiguous view on the change and its business justification.

1.4. Releases

- **First release**: it will only contain change requests approved during the project phase, in particular until the User Detailed Functional Specifications (UDFS) will be frozen for the go-live release.
- **Major and minor releases**: After the go-live, given the active involvement required from many T2S Actors over a certain period of time, the frequency of releases should be minimised in order to be able to manage risks adequately. Consequently, depending on needs and resource allocation, the 4CB can support 2 releases every year: one major and one minor release. A major one is a release, where a large proportion of functionality provided by the T2S service is affected or significant new functionality is added. This typically covers software changes containing substantially new functionality of the T2S service and bug fixes. A minor release covers software and/or hardware changes containing small enhancements/changes and fixes where a small part of the functionality of T2S is affected. A minor release is only executed in exceptional cases if the
major release could not include the whole range of Change Requests necessary to be implemented in the respective year or in cases where a business-critical change can not be bundled with the major release due to the need for a timely implementation.

- **Hot Fixes** are software corrections, that need to be performed before the next regular release, as otherwise the bug concerned could lead to substantial operational problems, require heavy workarounds and/or lead to any other clear increase in the operational risk level. Owing to time constraints, for these changes the Change Management process cannot be followed, but only (parts of) the Release management. In contrast to an emergency change, a hot fix is tested – to the extent possible - in the test environments before deployment in PROD. For the implementation of the hot fix in the EAC, UTEST and PROD environments, the 4CB propose dates, which are agreed with the Eurosystem.

- 

**1.5. Budgeting**

On a best effort basis, the 4CB will consider in their resource planning the annual resource budget to be allocated to changes. The 4CB aim to respond appropriately and flexibly to the Eurosystem’s requirements.

After a release package including a number of prioritised and clustered change requests has been agreed by the Eurosystem, the 4CB will perform a reconciliation with the actually available resources, taking into account the cost assessment and time frame definition determined in the detailed assessment. Based on the results, the 4CB will either confirm to the Eurosystem that the release package can be implemented, or make alternative proposals about which Change Requests can be handled in the upcoming release. The Eurosystem will ultimately decide on the content of the release package, after having taken due consideration of the 4CB’s alternative proposals and the resource and time limitations. Any Change Requests envisaged for a release package, that cannot be considered due to budget/resource limitations, may be regarded at a later stage.
2. Tasks of the 4CB

Together with the Eurosystem, the 4CB are substantially involved in the CRMP in order to ensure the smooth implementation of changes in T2S. In this respect, the 4CB responsibilities include:

- Assessing the impact stemming from requests for new functionalities or technical architecture enhancements from a technical, functional and operational point of view (feasibility, planning, budget, risks);
- Examining the impact on the system security and providing a security impact assessment during the change assessment phase; this encompasses assessing the impact a change might have on the security of the T2S environment and the potential impact on other IT infrastructure components and propose appropriate security requirements and risk mitigation measures;
- Coordinating the progression of change requests through the various stages of the Change and release management process at the 4CB;
- Coordinating building, internal testing (technical and operational), configuration and delivery of a release in the test environments and into production;
- Proposing a time-frame for implementing a change or a release package, on the basis of the Eurosystem’s prioritisation of authorised change requests;
- Producing and monitoring the maintenance plan and resolution of conflicts between changes planned for a given release;
- Proposing the fallback plan to the Eurosystem to manage the situations where the implementation of the change fails;
- Performing the Pre-Production Security Assessment on releases to be implemented;
- Recording and updating of all system documentation, test results and reports associated with the technical change in a format suitable for, and accessible to, inspection and audit requirements.
- Informing ex-ante the Eurosystem about the implementation of minor changes.

As member of the CRG, the 4CB also takes part in the preparation of decisions to be taken at the level of the Eurosystem, non-€ CBs and CSDs.
3. CRMP for Normal Changes

Due to the fact that there is a strong interaction between the 4CB and the Eurosystem for Normal Changes, the CRMP is aligned to the CRMP between the Eurosystem and the CSDs. Therefore, it is divided in two subsequent processes, namely the Change Management Process (CMP) and the Release Management Process (RMP), even if they are strongly connected.

The overall flow of the CRMP for Normal Changes is presented on the following diagram:
3.1. Change Management Process

There are five major steps within the CMP for normal changes which are relevant from a Eurosystem-4CB interaction point of view.

In case of a Minor Change, these steps are respectively performed and documented internally at 4CB level.

3.1.1. Change initiation

Referring to Article 9 of the Level2/Level3 Agreement, any Party may propose new features and functionalities in T2S, as well as changes in the existing features and functionalities of T2S.

If 4CB would like to initiate a Normal Change Request, a standard form – attached as annex 1 - has to be used which will be filled with key information (such as the nature of the requested change (clarification/change of requirement), its description, its business justification, the date of request, etc.) and transmitted to the Eurosystem.

After the acceptance and the registration of a Change Request by the Eurosystem, the respective Change Request form is transmitted by the Eurosystem to the 4CB for further analysis. In case of a Minor Change, this is documented internally at 4CB level.

3.1.2. Business Impact Analysis

After change initiation and registration, the Eurosystem – in cooperation with the 4CB – prepares a first Business Impact Analysis (BIA) for every Change Request. Within six weeks, the 4CB will give indication on:

- Whether the requested change falls within the boundaries of the lean scope of T2S and violates any of the 20 Principles of T2S;
- Whether the proposed change is supported by a business case, a legal, regulatory or fiscal requirement or a technical requirement;
- Whether the requested change has an impact on the whole T2S community (the importance of the change from the whole T2S community perspective), as well as any potential negative impact on a particular category of T2S Actors;
- Whether the attributes of the change are correct and the change request is adequately classified both from the criticality and the risk perspective
- Which documents, domains and business sub-areas will be impacted;
- Whether the proposed change conflicts with existing requirements or functionality as described in the URD, GFS and UDFS;
- Whether there are any constraints with the implementation of an optional feature (a clear negative impact on the other T2S Actors);
• Whether there are any conflicting change requests already submitted or there are any changes that are similar in the way that they are complementary or (partially) overlapping;
• Whether the requested change risks creating technical and/or performance problems;
• Whether the change request is deemed to be very costly, complex or controversial.
• Whether the change request could affect other RTGS and/or CMS systems (e.g. TARGET2, CCBM2, etc.)

Change requests accepted for implementation will enter the assessment and evaluation sub-process described in the following section. A common Eurosystem/4CB document formalizes the result of the BIA for the following steps.

3.1.3. Assessment and evaluation

If the change request is accepted by the Eurosystem for assessment, it is analysed and the duration of implementation is assessed.

The detailed impact assessment will be conducted by the 4CB in cooperation with the Eurosystem through the following steps:

• **Impact Analysis** aims at defining:
  - the functional impact and technical feasibility of the requested change;
  - the configuration items that will be modified by taking into account the requested change: source code, infrastructure elements, procedures and all the associated documentation;
  - the impact on the functional documentation like URD, GFS, UDFS, UHB, etc. and legal documentation
  - the impact on the operation of the T2S system and on the related operational documentation;
  - the service level impact;

• **Cost assessment** consists in evaluating the cost of the implementation of the change (development, infrastructure and operational costs), notably through workload estimation;

• **The security impact assessment** of all proposed changes to the system should be performed prior to implementation in order to check that they do not compromise the security of the system. During the Assessment and Evaluation phase, the first step in the security assessment process aims at highlighting the potential new non compliances introduced by the change as regards the security requirements. This analysis argues whether a detailed risk assessment must be elaborated under the form of a Statement of IT Security (STITS) (see section 3.2.1.3).

• **Time frame planning** aims at proposing a time frame for the earliest possible implementation, deduced from the estimated workload of the change. This time frame might take the form of the earliest delivery date (for a change request processed
The assessment by the 4CB will be executed within a time-frame of two months or in a longer bilaterally agreed time span should an exceptional complexity call for it.

The aim of the detailed impact assessment is to give all necessary/required information related to the impact of a change on the T2S Services, the interfaces and the relevant documentation in order to provide the T2S Actors with a comprehensive picture of the requested change and the impact of its implementation.

The change assessment phase produces the preferred solution (including relevant alternatives) a preliminary technical solution, assesses the possible difficulties and the risks involved, the benefits and priority, the impact on other components and the time and resources (human and financial) needed for implementation.

If it is concluded to accept the change request, the Eurosystem takes care of the change request follow-up and documentation in close cooperation with the 4CB until the request is closed.

3.1.4. Authorisation

The decision to approve or reject a Major Change Request resp. release packages is taken by the Eurosystem according to pre-agreed procedures defined in the CRMP between the Eurosystem and the T2S Actors which are outside of the scope of this document.

The decision will be transmitted officially by the Eurosystem to the 4CB in order to start the implementation process.

3.2. Release Management Process

The main objective is to deliver, distribute and track one or more changes intended for simultaneous release into the live environment while protecting the integrity of the live environment and its services, by considering all (technical and non-technical) aspects of such change(s) together.

In case of a Minor Change, the below described steps are respectively performed and documented internally at 4CB level.

3.2.1. Implementation process

After the content of a release is defined and approved by the Eurosystem the implementation process of the release starts with the 4CB internal scheduling, building, internal as well as external testing and the final delivery into the production environment.

One of the critical elements of the RMP is keeping all affected parties advised of the status of the change(s) that are included in a release package. Both the 4CB and the Eurosystem are responsible for
notifying each other during the different phases of the RMP. The Eurosystem is responsible for notifying the T2S Actors about the status of such change(s).

### 3.2.1.1. Release scheduling

The purpose of the Release Scheduling is to verify that all change details part of a release are completed and to agree on the overall co-ordinated plans and the key milestones of the release. The objective is to ensure that the release meets all the change and release management criteria, that there are no schedule conflicts. Notably, the agreed schedule must include sufficient time provision for building, testing and delivering the release in compliance with Eurosystem and 4CB procedures.

Based on the time-frames agreed with the Eurosystem, change requests are processed and implemented by the 4CB in principle in “batch” mode, i.e. several change requests are processed jointly, in order to optimise the realisation phase and to limit the number of testing and delivery phases or, in exceptional cases, in “individual” mode, i.e. the change request is processed on its own from building up to delivery.

To ensure a thorough testing by all involved parties through the RMP, changes/release package are migrated consecutively from Internal Acceptance (4CBIAC), Eurosystem Acceptance (EAT) to User Acceptance Environments (UTest) and the production environment. The delivery dates to EAT, UTest and the production environment are announced well in advance according to the agreed procedures.

The 4CB will inform the Eurosystem on a regular basis about the status of the current change/release implementation.

### 3.2.1.2. Building and testing

The change requests and bug corrections are built by the responsible teams of the 4CB, according to their own procedures. At the end of this phase, the release package is delivered for internal tests, and the relevant updated documentation (specifications, user guides, etc.) is transmitted to the Eurosystem, notably to allow the Eurosystem to prepare its own testing phase. The internal acceptance test phase allows the 4CB to verify that the change operates as foreseen and notably that there is no regression in the eventually impacted functionalities of T2S. Altogether, the 4CB phase (implementation and internal acceptance test) should last no longer than eight months.

A compliance check phase (in the EAT und UTest environments) allows the Eurosystem and the T2S Actors to verify that the system operates as foreseen and described in the change request. The Eurosystem will document the test activities and the test results and will report any problem of functional or technical nature to the 4CB, who assesses the problem(s) and determines the solution(s) for the problem(s). Eurosystem and 4CB will agree on the list of errors that need to be corrected and will then agree on the schedule for implementing the correction(s) as described in section 3.2.1.1.. The 4CB will inform the Eurosystem once the corrections have been implemented into the T2S system for internal tests and will release the updated system in the Eurosystem acceptance environments at an
agreed date and time. On the basis of a description of the implemented corrections by the 4CB, the Eurosystem (in cooperation with the 4CB) will decide on the functionality to be retested according to agreed procedures for retesting parts of a system after a change or correction. In case the problems were detected during the Eurosystem and user acceptance tests, the updated system will be installed at a predefined date and time on the EAT testing environment after the Eurosystem has successfully completed the (re-) testing of the updated system.

3.2.1.3. Risk assessment

As soon as the change request has been approved, the second step of the security assessment (Risk assessment) applies. Each change where potential non compliances were worked out during the first analysis are deeply analysed under the form of a Statement of IT-Security (STITS).

A STITS is a document that identifies significant threat changes and exposure of information and information processing facilities to threats. It recommends a list of measures to mitigate the risk and assesses the residual risk after the implementation of the measures. In the context of a planned release, the STITS synthesizes the security assessment and the potential recommendations for the whole set of changes included in the release. In the context of a single change, a specific STITS for the change will be elaborated.

The 4CB acceptance of the change/release package from an IT-Security point-of-view is submitted to the Eurosystem taking the implementation of the mitigating measures into account. If not all the recommended measures would have been implemented, the 4CB may provide the Eurosystem with an intermediate risk assessment (snapshot of the situation as of launch time) to support them in their Go/NoGo decision.

3.2.1.4. Delivery – go live

Prior to going live with the new release, change-over procedures must be agreed between the Eurosystem and the 4CB and the T2S users should be informed. Further details are to be incorporated in the T2S MOP and InfoGuide (if applicable).

Once the Eurosystem and the T2S users have performed successfully the acceptance of the change/release package, the required changes/release package are delivered into the production environment on the agreed date following the agreed change-over procedures.

3.2.1.5. Documentation of the changes

Prior to the delivery date on each of the environments (EAT, UTest and production environment), the 4CB provide to the Eurosystem with a release note that shall list all changes included in that release (or for an individual change, in case it is not included in a release) and shall state:

- The release level;
- The environment;
• The description of the changes based on the related change requests.
• A reference number / ticket number

A preliminary version of the release note will be issued 3 weeks prior to the implementation on the environments while a final version is delivered 3 working days before.

For every release, a new version of the following documentation will be provided by the 4CB to the Eurosystem highlighting in revision marks the changes in comparison to the previous version. In order to allow the validation of the introduced changes by the Eurosystem and the T2S Actors, the documentation should be provided as stable draft well in advance as specified hereafter:

• GFS and UDFS – six months prior to the start of user testing (one month being required for the Eurosystem’s and the T2S Actors’ validation)
• User handbooks – two months prior to the start of user testing (one month being required for the Eurosystem’s and T2S Actors’ validation)
• GS and GTD – two months prior to the start of user testing (one month being required for the Eurosystem’s and T2S Actors’ validation)

The final version of the above documentation will be provided by the 4CB to the Eurosystem as follows:

• GFS and UDFS – five months prior to the start of user testing
• User handbooks – one month prior to the start of user testing
• GS and GTD – one month prior to the start of user testing

3.2.1.6. Post-implementation review

The 4CB together with the Eurosystem will perform a post-implementation review in order to evaluate the change/release performance and to verify the effectiveness of the change/release package implementation.

3.2.2. Reimbursement

The fees related to the changes - charged by 4CB to the Eurosystem - cover the investment costs of the 4CB and the yearly operational costs (if any), comprising staff, hardware, software, telecommunication, overhead and other costs according to the T2S cost methodology.

While the initiation of changes can be done for free, each assessment of a change request has a cost. Even if this assessment is significantly less costly than the change itself, it can turn out to be very resource-consuming in some specific cases, and the cost thereof is not covered at all when the decision not to implement the change request concerned has been taken. The cost of assessment of a change request will be charged according to the article 9.5 of the Level2/Level3 Agreement.
The total costs of agreed changes are added to the initial annual fees, as set out in the Level2/Level3 Agreement. Payments are made according to the payment modalities as defined in the Level2/Level3 Agreement for the regular payments to be made to the 4CB. The correction of bugs is not charged to the Eurosystem.
4. CRMP for Emergency Changes

The description of the CRMP should take into due consideration that not all situations that occur in the T2S environment are foreseeable and therefore cannot be subject to the extensive research and planning arrangements described in the previous section. Sometimes serious system difficulties, that have affected or may affect the normal service of T2S, need to be repaired quickly to restore normal operations.

These problems are classified as priority 1 according to the SLA and it is expected that the 4CB use all reasonable effort to restore the service. In such cases the emergency change procedure should apply with the aim to ensure the quick restoration of the system operation.

Emergency Changes must be handled in a flexible way in order to facilitate rapid resolution of the problem and thus do not follow strictly the administrative and testing steps set up for regular changes in the production environment. However a formal report needs to be provided after the changes have been implemented.

4.1. Emergency change implementation

In this context, two phases have to be considered within “Emergency Change” situations;

- **Phase 1**: Serious system difficulties are affecting the normal service of T2S or a problem is detected which could lead to a priority 1 incident. A workaround or a circumvention of the potential forthcoming effects, if available, are put in place and communicated to the users according to T2S MOP rules;

- **Phase 2**: The actions to be performed to eliminate the root cause need to be assessed urgently by the 4CB, in order to stabilise or to prevent impacts on the normal service of T2S.

The “Emergency Change” procedure aims at performing the phase 2 in a reduced delay. That is the reason why the “Assessment and Evaluation” and formal “Authorisation” steps of the normal change procedure will be carried out by the 4CB According to an internal approval process.

It is noted that, according to the urgency of the change, that an implementation in the PROD environment may take place without testing in the preceding test environment(s).

4.2. Communication

The 4CB report the incident or the potential situation to the Eurosystem immediately after its detection and keep the Eurosystem informed throughout the whole process on a regular basis according to procedures defined in the T2S MOP: diagnosis, solution definition, implementation of the solution. The Eurosystem may also request 4CB to inform the CSDs and CBs according to procedures defined
in the Manual of Operations. After the change has been implemented, a formal report is sent to the Eurosysterm by the 4CB.

4.3. Documentation

It is imperative to maintain both communication and the integrity of documentation through an Emergency Change. During the implementation, all corrective actions have to be logged. In particular, the problem resolution strategy must be clearly documented for the report that the 4CB prepares and sends to the Eurosysterm according to the T2S MOP. Moreover some changes may require further analysis after their implementation in order to assess afterwards the full consequences of the performed changes.
5. CRMP for Minor Changes

In order to keep track of the implementation of this change and to simplify some steps of the change process, due to the absence of impact of the change on the T2S configuration:

- The 4CB can autonomously decide on the change
- Assessment by the Eurosystem bodies is not necessary;
- Testing phase is reduced.

For these reasons, a notification on the Minor Changes will be provided to the Eurosystem by the 4CB before the change is performed.

The 4CB will provide ex-ante information on Minor Changes on a weekly basis through a standard Minor Change Report once a stable plan is available.

For short-notice changes that were not mentioned in the last report, an ad-hoc communication would be required from the moment the change is known by sending an updated version of the report.
ANNEX : CHANGE REQUEST FORM

General Information *(to be filled in by originator of change request)*

<table>
<thead>
<tr>
<th>CR raised by:</th>
<th>Institute:</th>
<th>Date raised:</th>
</tr>
</thead>
</table>

Change Request title:  
CR ref. no: *(to be filled in by T2S Manager)*

Change Request type: *(Common, Specific)*
(to be filled in by CRG)

Requestor Category *(User, T2S Operator, T2S Manager)*

Criticality *(S,H,M,L):* *(to be filled in by the requesting party)*

Cost/recourses impact Indicator *(+/-H, +/-M, +/-L)* *(to be filled in by the T2S Operator)*

Business risk indicator *(H, M, L):* *(to be filled in by the requesting party)*

Technical risk indicator *(H, M, L):* *(to be filled in by the requesting party)*

Status: *(to be filled in by T2S Manager)*

Description of requested change:

Reason for change and expected benefits/business case:

Submitted annexes / related documents:

Proposed wording for the Change Request: