

### Annex IV

#### Change Control Procedure including complete Testing and Simulation Procedure

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# 1. Introduction

This document describes the Change Control Procedure (hereinafter also “CCP”) to be used for the design, developments, maintenance and update of the DA MCO Function Assets.

This CCP provides a controlled process in which Changes can be implemented within an efficient and controlled environment with a minimal level of disruption and with controlled risk.

The process aims at tracking any Change, small or large, related to the design, developments, maintenance and update of the DA MCO Function Assets.

The Change under this CCP may be initiated by any Party or group of Parties as Originator(s). It is understood that if a Change is requested by a working group all Parties shall be considered as Originators.

For request for changes (RfCs) related to any Requirements concerning the DA MCO Function Assets or RfCs having an impact on the Algorithm Performance, the RfC shall follow the Cascade Process. The Cascade Process is graphically outlined in the picture on page 4 and provides the following main steps:

- submission of the RfC at the appropriate level (i.e. DAOA, or ANDOA, or PCR Co-ownership Agreement, as the case may be) and forwarding down/up through the Cascade Process to the higher/lower levels necessary - according to the potential impact of the Change - for assessment, proposal of implementation, and for the final approval;
- the submitted RfC potentially impacting the DA MCO Function Assets and/or the Algorithm Performance is evaluated via the Technical Assessment of the DA MCO Function Asset Co-owners pursuant to the PCR Co-ownership Agreement Change Control Procedure, and such Technical Assessment shall result – unless a situation of Denial occurs - in a proposal for implementation moving back upwards to the appropriate level for the final approval;
- in the event that the Technical Assessment would determine a cost for implementation beyond the yearly agreed budget, the DA MCO Function Assets Co-owners will notify to the CCB such occurrence; in this case the notification shall be forwarded by the CCB to the relevant bodies (i.e. the NEMO DA SC and any other relevant task force, as the case may be) together with possible mitigating measures. In such case the NEMO DA SC shall specifically decide upon the related increase of budget;
- In the occurrence of Denial, the DA MCO Function Assets Co-owners shall provide the Originator with a detailed explanation of the reasons that caused such Denial; following the provision of the explanation the Originator may reformulate the RfC;
- In the occurrence of Denial, the Originator(s) may request the DA MCO Function Assets Co-owners to provide - as an additional service against payment - a revision of the Requirements pertaining the RfC, in order to amend the RfC at the appropriate level;

- the Steering Committee of the appropriate level - depending on the impacted parties/assets - is responsible for the approval/rejection of the RfC.

Changes with no/minor impact on DA MCO Function Assets (i.e. Notifications and Light Notifications) shall be notified to the CCB via the CCA but do not need to go through the approval process of the NEMO DA SC;

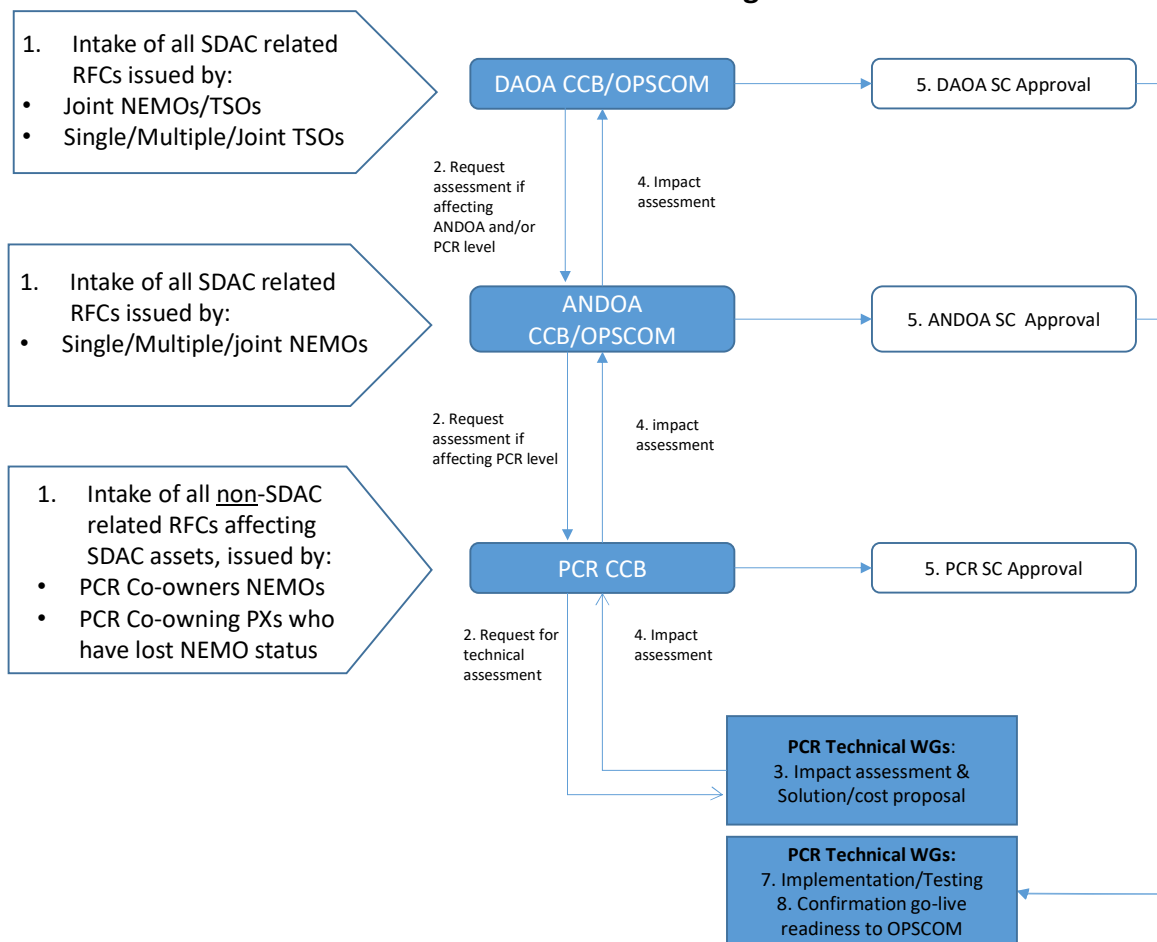
TSOs shall be informed of the approved RfCs under PCR Co-ownership Agreement or ANDOA, even if there is no cross over impact.

NEMOs shall be informed of the approved RfCs under PCR Co-ownership Agreement CCP, even if there is no cross over impact.

Following the approval of any RfC at the appropriate level, the implementation of such RfC will be done by DA MCO Function Asset Co-owners, and the other Parties of this Agreement as the case may be;

In the event the Technical Assessment shows a degradation of the performance of DA MCO Function Operations, the NEMO DA SC or any other body delegated by the latter (as defined below) shall be entitled to approve any necessary deviation from this CCP.

### The SDAC RFC handling cascade



The implementation of this CCP must always be consistent with the relevant provisions set under the Algorithm Methodology.

## 1.1. Definitions

Unless otherwise defined herein, capitalized terms used in this Change Control Procedure shall have the meaning given to them in Art. 1 (Article Interpretation) of the main body of the Agreement (ANDOA).

The following terms and expressions shall have the following meanings for the purposes of this Change Control Procedure:

**“Algorithm Methodology”**: is the *“Methodology for the price coupling algorithm and the continuous trading matching algorithm”*, approved by the relevant ACER decision on 26<sup>th</sup> of July 2018 as further amended and supplemented.

**“Algorithm Performance”**: means the ability of the price coupling algorithm to (i) ensure reliability of the process to find solutions, (ii) maximize economic surplus, and (iii) ensure an adequate level of repeatability and scalability.

**“Cascade Process”**: means the process applicable to Changes to Requirements described in the picture scheme provided in section 1 of this CCP (Introduction)

**“Central Change Administrator (CCA)”**: is the person in charge to coordinate the Change Control Procedure at ANDOA level. Such person is selected on a yearly rotational basis among the members of the CCB. The detailed description of the role is provided under section 2.2 below.

**“Change”**: is the object of a Request for Change

**“Change Control Board (CCB)”**: is the OPSCOM or any other body in charge of the management of RfCs

**“Change Control Procedure”**: means this Annex IV to the ANDOA

**“Component”**: refers to either any element of the asset list (Annex I to this Agreement) used for the DA MCO Function exclusively referred to Algorithm and DA MCO Function System, or to Operational Procedures.

**“Critical Adverse Impact”**: impact which induces a detrimental effect on the Algorithm Performance in light of the criteria set under article 6 of the Algorithm Methodology, thus jeopardizing the SDAC operational security.

**“DA MCO Function Assets”**: means the systems, procedures, algorithm used for the DA MCO Function Operations described under art 7.2 letter a) of CACM Regulation and section 2 n. 13 of the MCO Plan

**“Denial”**: means the situation in which DA MCO Function Asset Co-owners – following the Technical Assessment – decide to not forward any proposal for implementation to the Originator(s) for one of the following reasons:

- a) the RfC is not developable, e.g. not technically feasible;
- b) the RfC has a Critical Adverse Impact on the performance of SDAC;

**“Requirement”**: means the description of any requested update, upgrade, modification of the DA MCO Function System.

**“Implementation Manager/IM”**: is the person appointed pursuant to the ANDOA and identified in the Implementation Plan responsible for coordinating and monitoring the timeline of all the activities related to the implementation and go-live of the Change as outlined in the Implementation Plan,.

**“Implementation Plan”**: is the form to be filled in that describes how a Change to the DA MCO Function System will be developed, tested, deployed, installed and transitioned into an operational system.

**Modification**: is a request for complex Changes, i) with a medium/high risk category, deriving from Requirements under the control of ANDOA which are under the responsibility of more than one Party or ii) changes only to local items with identified high impact on common items.

**“Urgent Modification”**: is a Modification with the addition that this change is in response to a high priority incident. The procedure for Modifications will be followed but with reduced timing to reflect the urgent nature of the Change.

**“Notification”**: is a request for i) changes, with a very low/low risk category, deriving from Requirements under the control of ANDOA which are under the responsibility of more than one Party, and ii) changes only to local items with no identified impact on common items.

**“Light Notification”**: is a request for change to procedures or documents that has no material effect on such procedure or document. This is intended for grammar or other small non-intrusive changes with no associated implementation activities besides issuing a new version of the procedure or document.

**“Originator”**: Party submitting an RfC.

**“DA Operations Committee (hereinafter OPSCOM)”**: the OPSCOM is the ANDOA DA operating committee representing the participants in SDAC according to the Annex V of ANDOA: Rules of Internal Order (RIO).

**“Request for Changes (RfC)”**: is the proposal containing the request for any Change subjected to the CCP. A Request for Change is submitted either as Notification or a Light Notification or a Modification.

**“Regional Initiatives (RI)”**: The Regional Initiatives (RIs) including in some cases sub-regional or supra-regional initiatives were set up either by the relevant NEMOs and TSOs via own joint initiative or by the energy national regulatory authorities (NRAs), and in both cases with the intent to speed up the integration of the national energy markets in Europe.

**“Risk”**: is the potential that a change will lead to a situation involving exposure to danger for the operational continuity of the SDAC.

**“Business/Working day”**: A measurement of time that refers to any day in which normal business is conducted. This is generally considered to be Monday through Friday and excludes weekends and public holidays. A day where a public holiday occurs in any of the participating countries shall **not** be considered a business day.

**“Go-live date”**: In the context of this Annex IV, Go-live date means the first trading day with Change implemented in production (Change implementation is usually planned one day before Go-Live date, after closure of the MCS(market coupling session));

**“Technical Assessment”**: means the evaluation of an RfC performed by the DA MCO Function Assets Co-owners, in terms of feasibility, timeline and costs for implementation, pursuant to the change control procedure established in the PCR Co-ownership Agreement.

## 1.2. Scope

Any Changes requested under this CCP shall be proposed through the Modification, Notification or Light Notification procedure.

This CCP shall cover Changes such as:

- Changes to the DA MCO Function Assets concerning any Requirement; a RfC issued at ANDOA level shall not impose development choices and shall be limited to describing the requested functioning principles.
- Changes to the DA MCO Function Operations, such as configurations/structural changes related to the Bids in SDAC:
  - New products
  - Applying existing products in new markets
  - Local parameter/configuration settings related to the form or frequency of order submission.
- Changes to the performance of the Algorithm;
- Changes affecting SDAC NEMOs—Only Common Costs;
- The Annex XII/Annex X of ANDOA: Operational Procedures;
- The Annex XI of ANDOA: Technical Readiness for the Coordinator, BackUp Coordinator and Operator.

In the event of uncertainty by a Party whether a Change falls under the scope of this CCP and/or regarding which CCP's procedure should apply, such Party shall request guidance from the OPSCOM or the Central Change Administrator (CCA). In case of disagreement, the OPSCOM/CCA will escalate the decision on the appropriate level of the Change to the NEMO DA SC. The guidance provided by the NEMO DA SC can be disputed by the Party according to the relevant provisions of this Agreement.

## **2. Bodies and roles involved**

### **2.1 Change Control Board (CCB)**

#### **2.1.1 Introduction**

The Change Control Board is a body comprising all Parties, which oversees the change process at the ANDOA level. The tasks of the CCB under the Change Control Procedure are defined in the present section.

#### **2.1.2 Tasks of CCB**

Under the Change Control Procedure, the CCB has the following tasks:

- 1) Performing the assessment on the impact, urgency and priority of any changes falling under the scope of this CCP;
- 2) Informing the Parties on the impact, urgency and priority of any changes falling under the scope of this CCP, based on the relevant assessment(s). The CCB will also be the forum for objections or comments from the representative(s) of the Parties and provide guidance on any changes (including Notifications) within the scope of this CCP. External experts, RIs or DA MCO Function Assets Co-owners or TSOs can be invited to participate in CCB's discussions;
- 3) Ratifying proposed scheduling of the implementation of Changes for which all Parties are competent to decide (in case several changes relate to the same Component or to different Components but in the same timeframe);
- 4) Appointing an Implementation Manager responsible for one or more RfCs.
- 5) Designating, among its members, a temporary substitute CCA for cases of unavailability of the CCA;
- 6) Controlling and monitoring the activities of the CCA;
- 7) Notifying the CCA of the contact details of the CCB members;
- 8) Reviewing the RfCs;
- 9) taking receipt of RfC from the CCA for solution analysis and impact assessment;
- 10) Assessing completeness of the RfC in light of the Change Control Procedure, requests for additional information, budgets and contracts;
- 11) Forwarding relevant RfCs related to Changes in the DA MCO Function Assets for Technical Assessment by the DA MCO Function Asset Co-owners;
- 12) Forwarding assessed RfC with impact on the DA MCO Function Assets to PCR CCB for evaluation;
- 13) notifying the NEMO DA SC and any other relevant bodies, any RfCs with costs of implementation – as calculated by the DA MCO Function Assets Co-owners in the performance of the Technical Assessment – beyond the yearly agreed budget, together with possible mitigating measures;
- 14) Forwarding the RfCs with potential impact on all NEMOs/All TSOs to the relevant DAOA body for evaluation and decision;

- 15) Proposing approval or rejection of RfCs for which the NEMO DA SC is entitled to decide on the final approval of RfCs;
- 16) Reviewing objections to Changes;
- 17) Assessing completeness of objections to Changes in the light of the Change Control Procedure and requests for additional information;
- 18) Accepting or rejecting objections to Changes for which it is entitled to decide on the approval;
- 19) Ratifying the fulfilment of the go-live criteria and the relative Go-live date for Changes and the timing of implementation in coordination with OPSCOM for RfCs which are under the control of the CCB;
- 20) Receiving monthly reports from the CCA;
- 21) Escalating issues for decision by the NEMO DA SC as set forth in this Change Control Procedure;
- 22) Reviewing the appropriateness and efficiency of the Change Control Procedure at least once a year;
- 23) Proposing changes to the Change Control Procedure to the NEMO DA SC;
- 24) Reviewing and acknowledging the cost estimation of RfCs as provided by the PCR CCB.

The CCB shall perform the above tasks within the timeframes set under this Change Control Procedure.

## **2.2 Central Change Administrator (CCA)**

The CCA is the person responsible for the central management and administration of changes under this Change Control Procedure. The role of the CCA is key to the successful operation of the Change Control Procedure. The CCA acts as the single point of contact for CCB with respect to RfCs and for any communication about RfCs with PCR CCB and the relevant DAOA body, circulating information and analysis requests. Furthermore, the CCA manages the central repository for all the RfCs. The NEMO DA SC appoints the CCA. The CCA shall rotate among the Parties on a yearly basis (according to the process and criteria agreed in the NEMO DA SC).

The appointed CCA, for the period in which it has been empowered, acts as the secretary to the CCB.

### **2.2.1 Tasks of CCA**

The tasks of the CCA (or the substitute CCA in cases of unavailability of the primary CCA) under this Change Control Procedure are:

- 1) proposing a person who will temporary substitute the CCA in case the CCA cannot perform its tasks;
- 2) keeping an updated version of the contact details of the CCB members and distributing it to the attention of the CCB;
- 3) updating and maintaining a register of RfCs and of implemented Changes;
- 4) supporting the review of RfCs and communications about RfCs;

- 5) receiving Notifications from the CCB representatives of NEMOs, PCR CCA, or the relevant DAOA body, or external parties related with SDAC, like the bodies of the Regional Initiatives or from conveners of the working groups activated under the ANDOA and circulates these for information in accordance with the Change Control Procedure. The CCA shall redirect Notifications to the relevant CCAs of PCR Co-ownership Agreement or DAOA. The CCA shall ensure that the relevant body of ANDOA, DAOA, and PCR Co-ownership Agreement as the case may be, is also notified.
- 6) acting as a single point of contact with the external parties related with SDAC, like the bodies of the Regional Initiatives, regarding changes requested by them and/or that require joint testing;
- 7) assessing the completeness of RfCs, including the check of the (functional) Requirements;
- 8) requesting additional information on RfCs;
- 9) allocating unique CCB RfC numbers;
- 10) coordinating the agenda of the CCB;
- 11) requesting emergency meetings of the CCB to review urgent RfCs;
- 12) providing relevant RfCs to the CCB and ensuring the follow up of the decisions of the CCB in this matter;
- 13) supporting the review objections to changes;
- 14) supporting the assessment of completeness of objections to Changes in the light of the Change Control Procedure;
- 15) requesting additional information on objections to Changes;
- 16) in case the objection to a Change remains unmotivated or motivated inadequately following a request for additional information, escalating the matter to the NEMO DA SC;
- 17) communicating to all OPSCOM representatives of NEMOs the confirmation by the CCB of implementation date and timing for the Changes;
- 18) communicating the go live criteria to the relevant representatives of NEMOs;
- 19) providing advice to any concerned Party (or subcontractor if any) on completing the forms under the Change Control Procedure as necessary.

### **2.3 CCB representative(s) of NEMOs**

Each NEMO appoints a CCB member. CCB members perform a key role in the Change Control Procedure.

As a general matter CCB members are responsible for:

- 1) submitting RfCs and notifications;
- 2) coordinating the responses to solution analysis requests and impact assessments within their own organizations;
- 3) ensuring that agreed Changes are implemented by the respective Implementation Manager.

The CCB members shall perform all tasks assigned to them. The CCB members will perform their tasks during Business Days.

In the different steps of the processes, the CCB members will ensure that all received information is distributed inside their respective organization or working group and that the comments of such organization or working group, when existing, are brought in the CCB discussions.

### **2.3.1 Tasks of CCB members**

Each CCB member shall have the following tasks:

- 1) designating a person who will substitute the initially designated CCB member in case the initially designated CCB member cannot perform its tasks;
- 2) providing the CCA with its contact details and those of its substitute and keep the CCA updated of any change of these;
- 3) sending complete RfC and notifications to the CCA in accordance with the Change Control Procedure and update without delay the RfC with all the relevant information as soon as they are available to ensure the smooth performing of the relevant impact assessment according to the Change Control Procedure;
- 4) informing all relevant persons within its company of RfCs as communicated by the CCA and follow up these internally;
- 5) receiving notice of the RfC from the CCA and ensure that the relevant departments within their organisation are informed about its content. The CCB members will ensure that the relevant persons within their organisation are informed of it with a view of assessing the RfC within the timeframes set out in the Change Control Procedure;
- 6) raising objections, if any, against received RfC. Objections shall always be motivated. Before raising an objection, the CCB member shall ensure that reasonable efforts have been made to resolve the objection between the relevant Parties (or subcontractors if any) informally;
- 7) collecting the results of the internal analysis/assessment and communicate a common position of their company to the CCB
- 8) ensuring that the date upon which a change will be implemented is reported to all the relevant persons within their company.

## **2.4. Implementation Manager**

### **2.3.2 Introduction**

The Implementation Manager is appointed by the CCB and (in the scope of this process) is responsible for presenting the Implementation Plan of the assigned Change to the CCB. If the DAOA level is affected, the Implementation Manager shall also present its plan to the relevant body of DAOA.

The Implementation Manager is responsible for coordinating the activities related to the execution of the assigned Change. The Implementation Manager should be either an internal employee of one Party or an external expert selected on a case-by-case basis by the NEMOs.

## **3. Procedure details**

### **3.1. Outline of the Change Control Procedure**

This procedure is based on the distinction between Notifications, Light Notifications, Modifications and Urgent Modifications. Notifications, Modifications and Urgent Modifications are recorded in a Request for Change (RfC). Light Notifications only need to be in the form of an email as specified below.

#### **3.1.1 Notifications**

Simple changes with a very low and low-risk solution affecting a small number of Individual Assets and with no identified impact on common items or performance will be handled as Notifications. This means that the other Parties are informed of the Change, but there is no collective acceptance of the Change. It is understood that a Change requested as Notification concerning a Trading Platform or IT system shall not have any further implication on any common asset or operation.

For Notifications, the Originator will record the requested Change in the Request for Change (RfC) form (see section 5). This will contain all the information required including the cause and goal of the Change, where applicable, the newly required functionality or text and the estimated impact. In this case no other forms will be required to be completed. If an automated workflow tool is used, the automated RfC input form will replace the paper-based form. Information regarding the maintenance of the DA MCO Function Assets will be handled via Notifications.

#### **3.1.2 Light Notifications**

Changes that involve the correction of a simple syntax or grammatical error, or an addition of text with no material effect on DA MCO Function Assets or procedural documentation can be conducted as a Light Notification. A Light Notification should be proposed by the CCB representative of the NEMO or the coordinator/leader representing the working group responsible for the document. A Light Notification will consist of an RfC to the CCA from the relevant CCB representative of the NEMO or the WG coordinator/leader outlining the changes and the new version of the document and its new location. For Light Notifications deemed acceptance by OPSCOM shall apply. In case of a ratified objection, the Light Notification becomes a Modification and the process for Modifications is followed.

#### **3.1.3 Modifications**

All other changes (which are more complex, of a higher risk category, affecting multiple DA MCO Function Assets and/or Individual Assets or which are the responsibility of more than one NEMO or their subcontractors and for which CCB has administrative authority), are handled as Modifications. This means their explicit approval by the NEMO DA SC is necessary. As further detailed in section 3.2., the process applicable to Modifications entitles:

- a) each NEMO to individually review the changes and provide feedback; and

- b) to request a further review by the CCB if objections by other NEMOs may occur or to better handle the complexity of the proposed change.

In case of Modifications (including complex changes), it may not be possible for the Originator to complete all of the sections of the RfC. In this case, contribution to some sections, such as e.g. solution analysis, impact assessment or additional information may be requested to the relevant bodies (e.g. to the OPSCOM or the DA MCO Function Assets Co-owners) using the relevant form(s). This will allow individual responses from several Parties which will together form one single RfC in case, for example, the solution affects several DA MCO Function Assets or Individual Assets. In case of Modifications to the Algorithm or the DA MCO Function Assets which implies a development, the CCB shall ask for a technical assessment, solution proposals and cost assessment to the DA MCO Function Assets Co-owners.

#### **Note for RfC that may impact the Simulation Facility**

RfCs impacting the Simulation Facility (“SF”) need to follow the CCP. After validation of the RfC, the FSFO (Functional Simulation Facility Operator) is alerted and sends the RfC to the SF hosting entity for implementation.

It’s important to keep in mind that the RfC should be implemented even if the modifications for SF aren’t ready, in other words the update of the SF cannot delay the implementation of a RfC in production environment (as a new Algorithm release, for instance).

#### **Note for RfC that may impact the configuration of production:**

If the RfC has impact on parameters of the configuration of the production environment, the CCB shall forward the RfC to PCR CCB where impact shall be assessed, and the relevant form shall be filled in.

#### **Note for RfC that may impact the procedures:**

If the RfC has impacts on the procedures, this impact would be listed by the relevant body in the same RfC. No additional dedicated RfC for a procedure change would be needed.

### **3.1.4 Urgent Modifications**

Urgent Modifications are handled with an abbreviated process in timings and steps. This process is applied out of the Operational Procedures but as a consequence of a decision of the CCB/OPSCOM for the implementation of an urgent, non-blocking issue in a very short period of time. In such case the NEMO DA SC must be notified and validates post factum.

### 3.1.5 Regulatory Changes

In cases where compliance with special or ordinary procedure or rules stipulated by a Competent Authority, locally/regionally within a given NEMO's Own Market, is urgently required and this Change involves a Modification, these changes shall automatically be deemed to be subject to the Urgent Modification process.

In addition, in case such RfC implies a Modification related to a Algorithm development, should the other NEMOs raise an objection to the RfC, the CCB should, where relevant, urgently consult PCR CCB for a Technical Assessment and a decision should be made, based on the urgent Technical Assessment, by the end of the next Business Day after the objection has been filed with the CCA. In the event the objection is upheld by CCB the NEMO having filed the Change shall have the right to (1) request withdrawal of the objection, based on validated arguments on why the objection is not justified, and (2) have the right to immediately share the objection filed by the other NEMOs to the above referred Competent Authority, and (3) escalate the case directly to the NEMO DA SC. The same applies in case that such Modification creates costs to Parties.

### 3.1.6 General Process considerations

After Originator sends an RfC or an RfC is received from the relevant body of the DAOA or the PCR Co-ownership Agreement to the CCA, the latter assesses completeness and correctness of the submitted RfC. The CCA can contact the Originator and/or the involved parties with the purpose of requesting additional information on the request for change.

In case the RfC has an expected impact on DA MCO Function System, it shall be sent to the CCB of the PCR Co-ownership Agreement for the Technical Assessment according to the CCP under the PCR Co-ownership Agreement.

In case the RfC has an impact on joint NEMO-TSO or TSO only requirement or it affects the performance of the Algorithm, it shall be sent to the relevant body of DAOA for further assessment according to the CCP under DAOA.

The CCB under the PCR Co-ownership Agreement shall perform the Technical Assessment and provide the CCB with feedback on the results of the evaluation and a proposal for implementation to the CCB.

CCB shall, based on the Technical Assessment, and the related solution proposal provided by DA MCO Function Assets Co-owners, perform the RfC evaluation and provide the NEMO DA SC with feedback on the results of the evaluation.

All challenges to the type of request (e.g. Notifications *versus* Modifications), priority and impact of a Change will be notified and resolved in the relevant CCB in accordance with the Cascade Process. If the issue cannot be resolved in the relevant CCB or if the RfC creates any costs it shall then be escalated to the NEMO DA SC or to any other delegated/substituting body consistently with the relevant provisions of the Agreement. The RfCs shall be filled in with the results of the assessment process. CCB will give positive or negative advice based on the results of the impact assessment process and the Technical Assessment from DA MCO Function Assets Co-owners, as the case may



## **3.2. Process description tables**

### **3.1.7 Introduction**

The process description tables in this section describe the overall flow of the procedure in four specific cases as well as the generic case:

- Notifications
- Light Notification
- Modification
- Urgent Modification

### **3.1.8 Activity and Timing Information**

The tables below provide details of the actions to be taken at each step of the procedure and the timeframe within which they should be carried out.

In all cases where there is activity to be carried out by a Party (or their subcontractors if any) the latter shall provide its best efforts to implement such Changes as soon as practically possible. In particular, the CCA will review the RfC and any supporting documentation within the timeframes set forth herein.

Two sets of timings are identified for each process described in the Change. The column 'normal timing' of the below tables provides the timeframe for dealing with changes in normal circumstances, except for bug fixes and changes needed for continuity reasons which fall under the column 'fast track timing'. The timings set forth in the "fast track timing" column of the below tables shall apply only under exceptional conditions. In all cases the processing of changes will be much faster when the RfC will be as complete and as detailed as possible from the beginning.

Communications will be ordinarily sent via email, and telephone back up devices. If an automated workflow tool shall be developed/implemented (which shall provide adequate identification of the user), such tool will become the default standard for communication. The communications with external entities involved or affected by the Change will be performed by the CCA.

[REDACTED]

[REDACTED]

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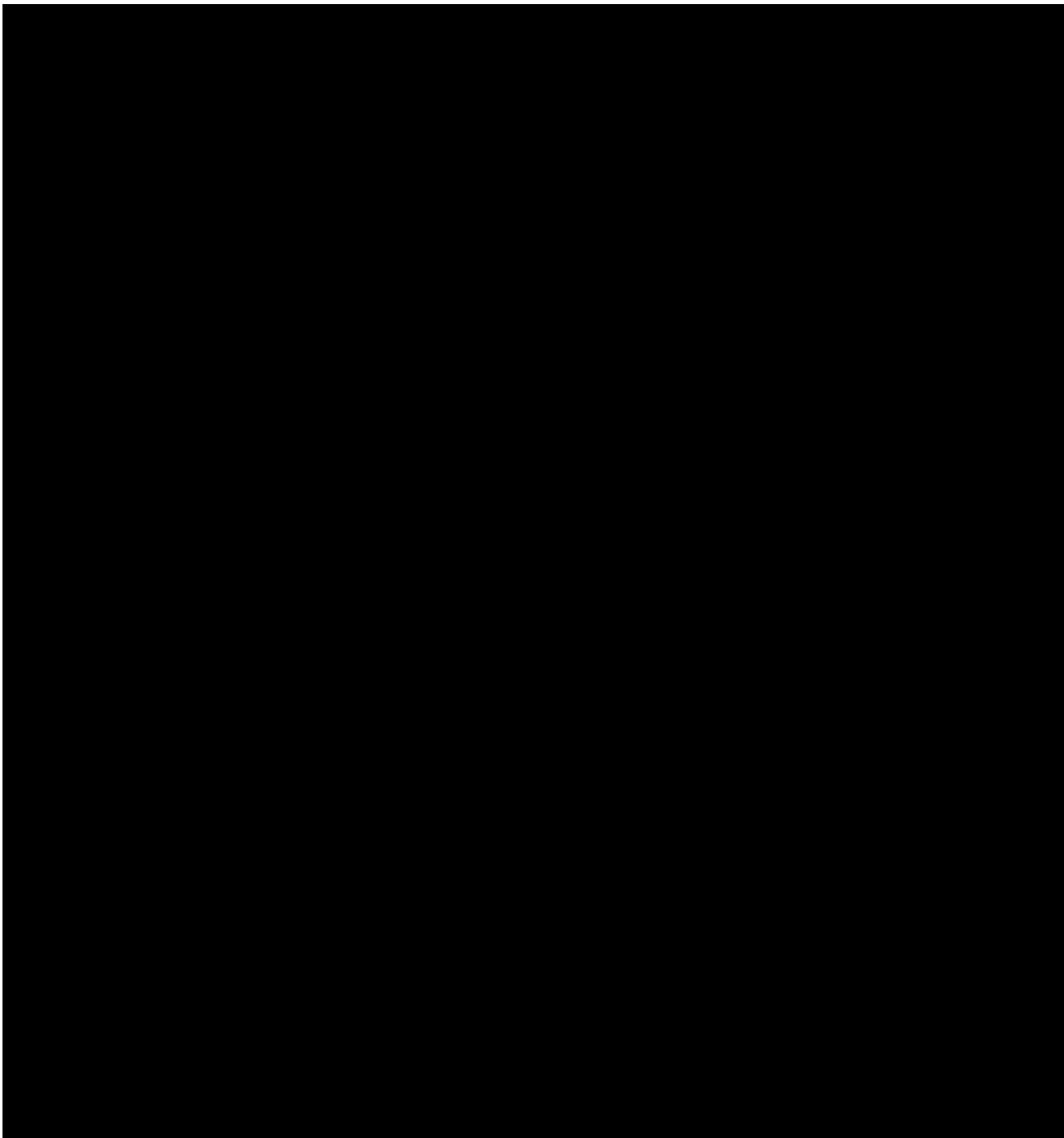




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## 4. Risk and Impact Allocation

### 4.1 Categories

The overall impact of implementing a Change will be defined through the nature of the Components affected and the risk associated with the particular change that is being carried out.

The categories for each Component are defined defined below.

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### 4.2 Component impact

For each Component affected by the proposed Change the category and risk are combined to provide an impact for the Component as defined in the table below.

The Originator(s) will provide, if possible, an initial assessment of the applicable category in the RFC. This will be reviewed by the OPSCOM.

## **5. Change Control Forms**

### **5.1. Introduction**

The Change Control Forms provide the basis of the information exchanges regarding changes between all interested Parties with respect to a particular change.

For complex Changes (i.e. Changes needing a thorough impact analysis, such as impacting several systems, a substantial change of a Component, etc.) the Impact Assessment Form and the Implementation Plan Form can be used to gather information from participants.

Objections are raised using the Objections Form and Changes to Component versions are sent on the Component Version Update Form.

This section provides details of how to complete the forms and the information that is required in each one. The provision of complete and correct information is important for the efficient operation of the overall process. Generally, as much information as possible should be provided at each stage to speed up the process.

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[REDACTED]

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