TISSUE ANALYTICS
SIMPLIFYING WOUNDCARE

Change Management Policy

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Disclaimer: This policy was created by Tissue Analytics, Inc. for the sole use of its employees and clients.

Overview

Tissue Analytics, inc. (TA) routinely updates aspects of its product including but not limited to software architecture, code and hardware. TA ensures that it performs robust testing, quality assurance and documentation of any changes that are made over the lifecycle of the software.

Purpose

The purpose of this policy is to establish standards for the change management policy used by TA. Effective implementation of this policy will minimize the risk of any issues that may arise as a result of changes that are conducted while the TA software is in use.

Scope

All employees, contractors, consultants, temporary and other workers at TA and its subsidiaries must adhere to this policy. This policy applies to employees or contractors employed by TA.

Policy

4.1 General Requirements
4.1.1 In keeping with Request for Comment 2196 (RFC2196) Subsection 6 point 1 TA will immediately install new software patches

in response to any reported incidents, which applies to both self-reported incidents and site-reported incidents.
4.1.2 Any applicable security-related patches produced by Amazon Web Services (AWS) will be obtained and installed as stated by RFC2196 subsection 6 point 2. Patch management protocols are described extensively in the **Patch Management Policy.**
4.1.3 For any software changes, that are not defined as "patches", TA personnel must adhere to TA's Software Development Lifecycle (SDLC) protocol, which is illustrated in the **Software Development Lifecycle Summary Diagram.**
4.1.4 For any software changes, that are not defined as "patches", TA uses a standard development/Quality Assurance (QA)/production architecture.
4.1.5 Before moving new code/architecture changes from development to QA, the changes must be regression tested and approved by TA's VP of Software Engineering
4.1.6 Before moving new code/architecture changes from QA to production, the changes must be tested extensively by TA QA personnel and all errors must be documented via Jira.
4.1.7 Once all errors are marked as resolved, TA's VP of Software Engineering and TA's CTO must approve changes before they are committed and deployed to TA's clients.
4.1.8 Only TA system administrators have the ability to push changes to production.
4.1.9 Changes are addressed based on the priority they are given by TA. The table below summarizes the patch application time based on said patch's designated priority:

Priority	**Application Time**
Very High	1-3 Days
High	3-5 Days
Medium	7-14 Days
Low	15-31 Days
Very Low	1-2 Months

4.1.10 All changes must be made in accordance with TA's standard Service Level Agreement (SLA) especially as it relates to minimum uptime. This is contained in TA's **Scope of Service**.
4.1.11 All changes must be assessed a risk score based on the following factors:

-Maturity of the technological component (1-3 Scale)
-Benefit to the end user (1-3 Scale)
-Cumulative impact of the change (1-3 Scale)
-Complexity of the change (1-3 Scale)

4.1.12 Resources dedicated to the change are determined based on the change's associated priority and risk

Policy Compliance

5.1 Compliance Measurement

The Information Security team will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

5.2 Exceptions

Any exception to the policy must be approved by the Information Security team in advance.

Related Standards, Policies and Processes

- Software Development Lifecycle Summary Diagram
- Patch Management Policy

Definitions and Terms

- **Request for Comment 2196 (RFC2196):** A specific publication from the Internet Engineering Task Force that mandates proper patch management.
- **Amazon Web Services (AWS):** A collection of remote computing services that together make up a cloud computing platform, offered over the Internet by amazon.com.
- **Jira:** Popular software administered by Atlassian and used for project management

Revision History

Date of Change	Version Number	Responsible	Summary of Change
6/2/17	**1.0**	Joshua Budman	Risk assessment added