

Chapter 4

Operational risk and resilience requirements

4.6 Requirement 5: Change management

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A *critical third party* must ensure that it has a systematic and effective approach to dealing with changes to a *systemic third party service*, including changes to the processes or technologies used to deliver, maintain or support a *systemic third party service*, including by:

- (1) implementing appropriate policies, procedures and controls to manage effectively the resilience of any change to a *systemic third party service*;
- (2) implementing any change to a *systemic third party service* in a way that minimises appropriately the risk of any *CTP operational incident* occurring; and
- (3) ensuring that prior to being implemented, any change is appropriately risk-assessed, recorded, tested, verified and approved.