

Exhibit G

Change Management Process

Change Management Process

ZTS Generated Changes

A ZTS change is any change that impacts the production operating environment. Production is any software affecting any Application that is backed by a Service Level Agreement, and affects service to our clients (both internal and/or external). Most of our test environments are backed by a Service Level Agreement, and therefore, are considered part of the production environment. In addition, a ZTS change request must be submitted for any hardware change which may impact service to our clients.

Window of Change

A change must be implemented after 17:00 CST on Friday and before 07:00 CST on Monday to be considered a normal change. Any change outside this time frame is considered an emergency, requiring the approval of the immediate Director AND either the Director of Operations or the Director of Technical Architecture. Emergency changes should have an explanation of why the change needs to be performed outside the Change Management Guidelines.

Change Preparation

Any known change, future or immediate, is entered into the Change Management System (APPROACH Database). When defining change requirements all change requests must comply with the established change standards and procedures published within this document. Prior to completing a change request, please consider the following:

- Determine what type of impact or outage the change will have,
- Choose a date/time with minimal conflict with other changes
(refer to the *Window of Change* section above)
- Identify if change type is standard or emergency (refer to the *Window of Change* section above)

Note that the Start time of a change includes time required for system shutdown and the End time of a change include times required for system startup and/or back-out process.

Change Management Process

In addition to completing the fields on the form, the following information must be included for every change:

- A description of the Change and its impact on the system(s)
- What testing is required by the user
- What procedural changes will be required after the change is implemented
- What is the implementation date
- What changes are prerequisites or successors to this implementation
- What is the implementation plan including checkpoint determining success/back out
- What is the back out plan

Change Management is a liaison between the change requester and the users of the system. The users of any Data Center component include the Business Unit as well as the Operations staff. Therefore, the information provided with a change request will be communicated and coordinated with the Business Unit users. In addition, any changes that may affect standards or procedures will be coordinated with the standards review board or the area responsible for maintaining the documented procedures.

Complete a change request form and submit to management for approval.

Note: (use Notes e-mail to alert management and change group about change request)

Change Management will approve a change request upon receipt of the manager's approval and if it adheres to established guidelines.

Change Meetings

Changes for implementation that week must be entered into the Change Management System prior to the Preplanning Meeting at 3:00 p.m. on Tuesday. Managers can approve changes prior to this meeting, however approval can be provided at the time of the meeting if the manager is in attendance. All changes for that week will be discussed at the Preplanning Meeting. ZTS Change Management, Change Requesters and/or their manager must be in attendance at this meeting and will review the request for adherence to the Change Management standards and guidelines and to ensure the requested time is coordinated with all other changes.

Any change that is received after the Preplanning Meeting (3:00 p.m. on Tuesday) is considered an emergency, requiring approval by the immediate Director AND either the Director of Operations or the Director of Technical Architecture. Change Management must be notified of the change (extension 3210).

Change Management Process

The ZTS Change Management Timeline is produced on Tuesday at 4:00 p.m. and distributed to the BU Liaisons and ZTS staff. This report will be used for the Change Management Meeting on Wednesday at 9:00 a.m.

All changes are presented to the client companies at the Wednesday Change Management Meeting. The times for each company are:

ZA	-	09:00
UUG		09:15
F&D		09:30
MIG		09:45
HOME		10:00

During this meeting, the Client company is informed of the changes and accepts, denies, or postpones the request. The BU's decision is based on processing requirements or application testing/implementation that had not been previously communicated to the Change Management group. Each Business Unit is requested to provide upcoming processing needs and any other changes that are also being scheduled for implementation to eliminate any last minute rescheduling.

A representative from each area planning to implement a change must be in attendance at the ZTS Change Management meeting and should be prepared to answer questions from the client companies regarding the change.

On Friday, at 9:00 a.m. a follow-up Weekend Change Planning meeting will be held to discuss the final logistics of the weekend activity. All change implementers are required at this meeting as well as the Operations staff that will be on-site during the change window.

Post Implementation

If a change was not implemented as planned, or was implemented but had additional problems or needed to be backed out, the software programmer needs to report the issue to the Exception Reporting Phone Line by midnight of the scheduled implementation day.

One of the following numbers can access this phone line:

1. (847) 605-3400 - Press 2004 - external phone line
2. (800) 936-5873 - Press 2004 - external phone line
3. 3400 - Press * 2004 - internal phone line

Blue quick reference cards are available from Change Management.

Change Management Process

Application Change Guidelines

Window of Change

Test CICS Changes can be performed twice a week on each company. The implementation windows are as follows:

Z/MIG

Monday, effective Tuesday, or Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 04:00 on Tuesday or Friday. The changes will be effective when the regions come up on Tuesday or Friday.

F&D/UUG/HOME

Monday, effective Tuesday, or Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 20:00 on Monday or Thursday. The changes will be effective when the regions come up on Tuesday or Friday.

Production CICS Changes can be performed once a week on each company. The implementation windows are as follows:

ZA Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 04:00 on Friday. The changes will be effective when the regions come up on Friday.

F&D Thursday, effective Friday. Packages should be cast at least on day prior, with an execution window of 20:00 on Thursday. The changes will be effective when the regions come up on Friday.

UUG Monday, effective Tuesday. Packages should be cast at least one prior, with an execution window of 20:00 on Monday. The changes will be effective when the regions come up on Tuesday.

MIG Friday, effective Saturday. Packages should be cast at least on day prior, with an execution window of 04:00 on Saturday. The changes will be effective when the regions come up on Saturday.

HOME Friday, effective Saturday. Packages should be cast at least on day prior, with an execution window of 04:00 on Saturday. The changes will be effective when the regions come up on Saturday.

Change Management Process

Low Impact Changes

A low impact change is a change that has limited user exposure, usually involving a couple of elements. They may also be commonly handled changes, or changes that are easily backed out.

Package ID: The package ID should begin with *B3*, where B is the BU code, and 3 indicates a low impact change category. The package should have a one day lead time between the cast date and the execution date.

EX: Z3DM00BTSGDLC101

Medium Impact Changes

A medium impact change provides a greater exposure to users, and may result in lack of required business services if it fails. The change should have been communicated verbally with a member of the ZTS Change Control staff at least 10 days prior to the implementation date. It may also be necessary to schedule a pre-implementation meeting to discuss all support requirements for the change.

Package ID: The package ID should begin with *B2*, where B is the BU code, and 2 indicates a medium impact change category. The package should have a one day lead time between the cast date and the execution date (having been verbally communicated 10 days prior with Change Control).

EX: U2DBA00CDLC30001

Major Impact Changes

A major impact change could effect all DP users, crosses two or more applications, and/or have major impact on delivery of services if a change failure occurs. The change should have been communicated orally with a member of the ZTS Change Control staff at least 15 days prior to the implementation date. A pre-implementation meeting must be held to discuss all support requirements for the change.

Package ID: The package ID should begin with *B1*, where B is the BU code, and 1 indicates a major impact change category. The package should have a one day lead time between the cast date and the execution date (having been verbally communicated 15 days prior with Change Control).

EX: C1CCOSBMC531601

Emergency Changes

An emergency change is a change that must be implemented outside the normal change control time frame for changes.

Package ID: The package ID should begin with *BE*, where B is the BU code, and E indicates an emergency change. No specific lead time is required for the package.

EX: FEDM00B\$DLC0101