

Agreed Change Request Policy

#	Activity	Responsibility	Timeline / SLA	Deliverable
1	GWC to Request for Change	GWC	N/A	Filled CR Request
2	Brilliant to provide the Cost Estimate and Schedule for CR Proposal	Brilliant	04 Working Days	Email with Filled CR with Cost , effort & Schedule
3	GWC to Approve the CR and initiate Purchase Order	GWC	N/A	LPO
4	GWC Team for Confirm the Requirement and Signed the CR Document	GWC	04 Working Days	Email with Signed CR
5	Brilliant to Confirm the Delivery Date	Brilliant	02 working Days	Email with Delivery Date
6	Brilliant to initiate Delivery and release to Test	Brilliant	As per Agreed Schedule	Delivery to Test Environment
7	GWC to Accept the CR on Test	GWC	04 Working Days	Acceptance Email
8	Brilliant to Release the CR on Production	Brilliant	N/A	Release Note