



# Change Management Policy

Kicol Tecnologia e Serviços LTDA

---

<b>Document:</b>	Change Management Policy
<b>Version:</b>	1.0
<b>Approval date:</b>	March 3, 2026
<b>Next review:</b>	March 2027
<b>Approved by:</b>	Eduardo Macedo — Director / Technical Lead
<b>Classification:</b>	Internal use

CNPJ: 64.973.433/0001-06

Rua Alcindo Guanabara, 17, Sala 1313, Centro, Rio de Janeiro - RJ, 20031-130

## 1. Purpose

To establish the procedure for managing changes to systems and infrastructure maintained by Kicol Tecnologia e Serviços LTDA, ensuring that changes are planned, tested, approved and documented before being applied to production.

## 2. Change Classification

Type	Description	Approval
Standard	Bug fixes, minor adjustments, dependency updates	Technical lead
Significant	New features, architecture changes, data migrations	Technical lead + client (when applicable)
Emergency	Security patches, service restoration, critical incidents	Technical lead (with subsequent record)

## 3. Change Procedure

### 3.1 Planning

- Change identification and description;
- Impact and risk assessment;
- Execution plan definition;
- Rollback plan definition in case of failure.

### 3.2 Development and testing

- Changes are developed in an environment separate from production;
- Functional and security tests are performed before deployment;
- Code is reviewed before being merged into the main branch;
- Production data is not used in test environments.

### 3.3 Approval and deployment

- The change is approved by the technical lead;
- For significant changes, the client is notified in advance;
- A backup is performed immediately before deployment.

### 3.4 Post-deployment verification

- Verification of correct system operation after the change;

- Monitoring for errors and anomalous behavior;
- In case of failure, rollback plan execution;
- Change record with date, description and result.

## 4. Change Records

All changes are tracked through Git commit history (GitHub) and, for significant changes, recorded in project documentation.

## 5. Review

This policy will be reviewed annually or when there are changes to the company's development processes.

Version	Date	Description	Owner
1.0	03/03/2026	Initial version	Eduardo Macedo

## 6. Approval

---

**Eduardo Macedo**

Director / Technical Lead

Kicol Tecnologia e Serviços LTDA

March 3, 2026