Agency Management System Change Management Policy

1.0 Purpose
To document and provide standard guidelines for our Change Management Process. This policy provides for the proper communication of changes to the Agency Management System prior to implementation.

2.0 Scope
The policy covers AMS360, the Agency Management System currently in use.

3.0 Policy
Change Management Procedures: ➢ Evaluate proposed changes, identify areas impacted and need for additional training and/or other resources. ➢ Communicate, provide agency management vendor release notes and summaries to affected staff. ➢ Implement changes with appropriate training, as needed. Reduce and/or eliminate system down time during business hours. ➢ Monitor and perform post-change review to assure that the change is working as expected. Identify and detect issues as early as possible.

4.0 Effective Date
Immediately

5.0 Policy Revisions
Atlas retains the right to make revisions and changes to this policy at any time.

6.0 Reviewed/Revised
April 11/2025