



**CHANGE MANAGEMENT PROCEDURE
CASH MARKET**

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Summary This document provides clients and ISV's the Euronext main principles regarding changes affecting the Cash Market Systems (communication, acceptance phase, launch planning, involved teams, ...).		
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1 OBJECTIVE

To provide clients and Independent Software Vendors (ISV's) with a procedure describing the "Euronext communication circulation" for production changes (i.e. changes resulting from new project launching, production release/bugfixing) in terms of :

- External specification adjustments (management rules and session modifications);
- Release note (access means);
- Message flow documentation (in case of changes);
- Scheduling (specification providing, acceptance opening date, set-up date).

In order to give clients and ISV's a general overview of the coming year, a "Project Business Plan" (release planning) will be published on a yearly basis.

The "day to day operation management" is out of this procedure scope. Day to day operation related activities will be managed by the Customer Technical Support department (CTS).

2 LAUNCHING A NEW PROJECT

This procedure describes the standard action plan used to cover new project launches.

With relation to New Project's, Euronext policy is to plan **one major version a year**.

2.1 SPECIFICATION BROADCASTING AND CLIENT/ISV SUPPORT

- **To provide clients and ISV's with the final project documentation** External specifications, message flow (kinematics and content), time frame....

When **From 3 to 5 months before the effective launch** (depending on the identified impact)

How **Info-Flash** to communicate :

- The project planning
- The list of documents that are available on the Web-site

Web-site (www.euronext.com) to give :

- Updated documents

- **To organise a "Project user group" for answering clients/ISV's questions and sounding-board** The Project user group composition will be made depending on the project scope (broker, trading firm, clearing firm)

When **Once a month until the effective launching** Cash Business line in charge to organise these meetings

How **Info-Flash 2 weeks before** to communicate :

- The location
- The agenda

Web-site (www.euronext.com) to give :

- Minutes

- **To support clients and ISV's**

When **Information on a regular basis** (at each project step)

Who **"Project team" all day long** (between 9h 30 and 18h 30)

How **Info-Flash** to communicate :

- The progress report

For each event, the department to contact will be communicated Info Flash will be used to communicate the relevant contact details

2.2 ACCEPTANCE TESTS

- **To provide clients and ISV's with an "acceptance platform" replicating production conditions** Access means, engines, session rules, ...

When **At least 2 months before the effective launching** (between 9h 30 and 18h 30)

How **Info-Flash** to communicate :

- The opening date
- The changes perimeter

- **To support clients and ISV's**

When **All the day long** (between 9h 30 and 18h 30)

Who CTS

How Info Flash will be used to communicate the relevant contact details

2.3 LAUNCH

- **To organise eventually a "Production simulation" during non-trading hours and/or organise pilot-sessions** The need for such an event and the conditions will be defined by the "Project user group".

- **When** **At least 2 weeks before the effective launch**

How **Info-Flash 3 weeks before** to communicate :

- The objectives
- Pilot clients and ISV's involved

- **To give clients and ISV's a production set-up report status**

When **The launch day**

How **Info-Flash** to communicate :

- A project reminder
- A report status of the operations

Web-site (www.euronext.com) to give the same information as the Info-Flash

3 REGULAR PRODUCTION RELEASE

This procedure describes the standard action plan used to cover regular production releases.

Regarding regular production releases, Euronext policy is to plan only **one production set-up a month**

3.1 ACCEPTANCE TESTS PLATFORM

- **To inform clients and ISV's on any bugfix installation.** The corrected discrepancies will be indicated for each bugfix delivered.

When **Each time a “bugfix lot” is validated by Business Development**

How **Info-Flash** to communicate :

- The list of corrected discrepancies
- The target date for the implementation

- **To support clients and ISV's**

When **All the day long** (between 9h 30 and 18h 30)

Who CTS

How Info Flash will be used to communicate the relevant contact details

3.2 SCOPE BROADCASTING

- **To provide clients and ISV's with a first scope proposal of the next production set-up** Application list, message flow if needed (kinematics and content), time frame....

When **2 weeks before the production date**

How **Info-Flash** to communicate :

- The applications list (with corrected discrepancies)
- The target date

- **To provide clients and ISV's with the final scope of the next production set-up** Application list, message flow if needed (kinematics and content), time frame....

When **2 days before the production date**

How **Info-Flash** to communicate :

- The applications list (with corrected discrepancies)
- The target date

Web-site (www.euronext.com) to give :

- Updated documents

3.3 SET-UP

- **To give clients and ISV's a Production set-up report status**

When **The launch day**

How **Info-Flash** to communicate :

- A project reminder
- A report status of the operations

Web-site (www.euronext.com) to give the same information as the Info-Flash