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|  | **Change Request No.:** |  |

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| **Normal RFC** | | | | | |
| **Change Requester Details** | | | | | |
| Date submitted: |  | | Company: |  | |
| Date required: |  | | Department: |  | |
| Requester name: |  | | Manager's name: |  | |
| Email: |  | | Manager's email: |  | |
| Phone: |  | | Manager's phone: |  | |
|  | | |  | | |
| **Basic details** | | | | | |
| Short Description: | | | | | |
| Detailed description: | | | | | |
| Justification: | | | | | |
| Location: | | | | | |
| Attachments: | | | | | |
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| **Change Management Analysis** | | | | | |
| Category: | |  | Change Manager: |  | |
| Type: | |  | Change Builder: |  | |
| Item: | |  | Change Tester: |  | |
| Impact: | |  | Assignment group: |  | |
| Urgency: | |  | CAB members needed: |  | |
| Priority: | |  | CI's involved: |  | |
| Initial Risk Rating: | |  | Impacted Services: |  | |
| Short term benefits: | | | | | |
| Long term benefits: | | | | | |
| Pros and Cons: | | | | | |
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| **CAB details** | | | | | |
| TCAB Required? | | | | | |
| DCAB Required? | | | | | |
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| **Evaluation** | | | | | |
| Who RAISED the change? | | | | | |
| What is the REASON for the change? | | | | | |
| What is the RETURN required from the change? | | | | | |
| What are the RISKS involved in the change? | | | | | |
| What RESOURCES are required to deliver the change? | | | | | |
| Who is RESPONSIBLE for the build, test and implementation of the change? | | | | | |
| What is the RELATIONSHIP between this change and other changes? | | | | | |
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| **Risk analysis** | | | | | |
| Type of risk: [social, financial, organizational, external] | | | | | |
| Risk Impact: [trivial, minor, moderate, major, and catastrophic] | | | | | |
| Likelihood: [1,2,3,4] | | | | | |
| Probability: [1,2,3,4] | | | | | |
| Risk Consequences: | | | | | |
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| **Planning details** | | | | | |
| Implementation plan | | | | | |
| Remediation plan | | | | | |
| Backout plan | | | | | |
| Test plan | | | | | |
|  | | |  | | |
| **Financial details** | | | | | |
| Relative cost: | | | | | |
| Estimated effort in man days: | | | | | |
| SLAs associated: | | | | | |
| Approximate cost: | | | | | |
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| **Associated tickets** | | | | | |
| Associated Incidents | | | | | |
| Associated Problems | | | | | |
| Associated Change | | | | | |
|  | | |  | | |
| **Scheduling Details** | | | | | |
| Planned start date: | |  | Actual start date: | |  |
| Planned end date: | |  | Actual end date: | |  |
| CAB required: | |  | CAB Recommendations: | | |
| CAB date: | |  |  | | |
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| **PIR** | | | | | |
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| **Change Closure Information** | | | | | |
| Closure code: | | | | | |
| Closure notes: | | | | | |
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*Change request form is the medium through which the change initiator can describe the details of the proposed change.*

*Important details to be captured in* ***Normal Change******tickets*** *are:*

**RFC Number:** a unique ID registered for the change

**Change Description:** the description of the change

**Change Location:** the location where the change will be implemented

**Change Requester:** the person who requested the change request/RFC

**Change Analyst:** the name of the change analyst who will analyze the change request/RFC

**Change Requested Date:** the date on which the change was requested

**Change Triggered By:** defines the sources that triggered the change like legal requirements, business requirements, etc.

**Change Classification:** the classification of the change like Normal, Standard, and Emergency

**Category:** the category of the change

**Type:** the type of change

**Item:** item of the change

**Assignment group**: The group assigned to own and possibly implement the Change Request

**Risk analysis:** describes the risks associated with the change

**Business Case:** the plan which defines the business justification, benefits, and resources needed

**Rollback Plan:** the description of the rollback plan

**Risk analysis:** the description of the risk analysis

**Remediation Plan:** the description of the remediation plan

**Impacting Services:** the services that will be impacted by the change

**Impacting CIs:** the CIs that will be impacted by the change

**Relative Benefit of Implementing the Change:** the benefit of implementing change

**Relative Cost:** This should define the relative costs

**Estimated Effort in Man Days or Hours:** Man days or hours

**Change Approval/Rejected Date:** the date and time when the change was approved/ rejected by CAB

**CAB Decision:** a decision made by the CAB

**CAB Comments:** comments given by the CAB

**ECAB Decision:** decision made by the ECAB

**ECAB comments:** comments given by the ECAB

**Change Manager:** name of the change manager

**Impact:** The number of people that will be affected by change

**Urgency:** how soon the change has to be implemented

**Priority:** It will be based on impact and urgency

**SLAs Associated:** SLAs associated with change management

**SLA Target Date and Time:** date and time when the SLAs will be breached with respect to the change

**Major Change Review:** This determines if it's a major change

**Major Change Justification:** This defines the business justification and why it should be treated as a major change

**Associated Incidents:** the details of the incident tickets that are associated with this change

**Associated Problems:** the details of the problem tickets that are associated with this change

**SLAs Breach Details:** the description why the SLAs were breached, and by how many minutes or hours did we breach the SLAs.

**PIR:** defines the lessons learnt

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|  | **Change Request No.:** |  |

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| **Emergency RFC** | | | | | |
| **Change Requester Details** | | | | | |
| Date submitted: |  | | Company: |  | |
| Date required: |  | | Department: |  | |
| Requester name: |  | | Manager's name |  | |
| Email: |  | | Manager's email: |  | |
| Phone: |  | | Manager's phone: |  | |
|  | | |  | | |
| **Basic details** | | | | | |
| Short Description: | | | | | |
| Detailed description: | | | | | |
| Justification: | | | | | |
| Location: | | | | | |
| Attachments: | | | | | |
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| **Change Management Analysis** | | | | | |
| Category: |  | | Change Manager: |  | |
| Type: |  | | Change Builder: |  | |
| Item: |  | | Change Tester: |  | |
| Impact: |  | | Assignment group: |  | |
| Urgency: |  | | CAB members needed: |  | |
| Priority: |  | | CI's involved: |  | |
| Initial Risk Rating: |  | | Impacted Services: |  | |
| Short term benefits: | | | | | |
| Long term benefits: | | | | | |
| Pros and Cons: | | | | | |
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| **CAB details** | | | | | |
| ECAB Required? | | | | | |
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| **Risk analysis** | | | | | |
| Type of risk: [social, financial, organizational, external] | | | | | |
| Risk Impact: [trivial, minor, moderate, major, and catastrophic] | | | | | |
| Likelihood: [1,2,3,4] | | | | | |
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| Risk Consequences: | | | | | |
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| **Planning details** | | | | | |
| Implementation plan | | | | | |
| Remediation plan | | | | | |
| Backout plan | | | | | |
| Test plan | | | | | |
|  | | |  | | |
| **Associated tickets** | | | | | |
| Associated Incidents | | | | | |
| Associated Problems | | | | | |
| Associated Change | | | | | |
|  | | |  | | |
| **Scheduling Details** | | | | | |
| Planned start date: | |  | Actual start date: | |  |
| Planned end date: | |  | Actual end date: | |  |
| CAB members: | |  | CAB Recommendations: | | |
| CAB date: | |  |  | | |
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| **PIR** | | | | | |
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| **Change Closure Information** | | | | | |
| Closure code: | | | | | |
| Closure notes: | | | | | |
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*Important details to be captured in* ***Emergency Change tickets*** *are:*

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**PIR:** defines the lessons learnt