

# Request for Change Form

RFC Number:

RFC Status:

## To be completed by the Change Initiator:

Name:

Date RFC Raised:

Date Change is Required By:

System or Configuration Item to be changed:

Reason/Business Justification for the Change:

**Status Options:** New, Awaiting Assessment, Assessed, Rejected by CM, Authorised, Rejected by CAB, In Build, In Test, Awaiting Implementation, Implemented, Awaiting Review, Closed

## To be completed by the Change Manager

Date Change Assessed by CM:

Priority Assigned:

### Priority Information

**E** Emergency, needs doing immediately (Emergency Change Process)  
**H** High, needs doing within 48 hours  
**M M** Medium, needs doing within 5 days  
**L** Low, needs doing by indicated date

Category Assigned:

### Category Information

Standard Change (via Heat) – Using a Procedure  
IT Change Model – Using a Procedure  
Minor Change – Authorised by Change Manager Alone  
Significant Change – Authorised by a CAB  
Major Change – Authorised by a CAB (Senior Level)  
Emergency – Authorised by the ECAB

If Rejected:  
Reason for Rejection at Initial Assessment:  
(if appropriate)

Date Change Initiator Informed of Change Rejection:  
(if appropriate)

Risk of Change to the Business:  
(H/M/L)

Impact of Change to the Business:  
(H/M/L)

Change Authorised by (include all CAB members):

Does the Change Implementation Require Third Party/Supplier Involvement: **Y/N**

Name of the Third Party/Supplier:

Additional Information	Full Name	IT Team
Change Builder Identified		
Type of Testing Identified		
Change Tester Identified		

### To be completed by the Change Builder

Date Change Building Completed:

Details of Change Backout Plan:

Change Dependencies Identified:

### To be completed by the Change Tester

Date Change Testing Completed:

Details of Testing Carried Out:

Change Dependencies Identified:

Backout Plan Tested: **Y/N**

If Change Failed Testing  
Reason for Test Failure:  
*(if appropriate)*

Date Returned to Change Builder for Re-building:  
*(if appropriate)*

### To be completed by the Change Implementer

Change Communicated to:

Date of Change Communication:

Scheduled Implementation Date :

Date Change Actually Implemented:

Issues Encountered:

Backout Plan Implemented: **Y/N**

Backout Authorised By:

Date Backout Communicated to the Change Manager:

## To be completed by the Change Manger – Change Review Post Implementation

<b>Review Information</b>	
Date Change Reviewed:	
Change Reviewed by:	
Change Successful: <b>(Y/N)</b>	
Backout Plan Successful Deployed (if required): <b>(Y/N)</b>	
If Backout Deployed – date Initiator Informed:	
Date RFC returned to Start of the Process for Re-assessment:	

Review Details:
Change to become a Procedure: <b>(Y/N)</b>

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## CAB Meeting Information - To be completed by the Change Manager

Date CAB Meeting Held:	High Level CAB Considerations/Decisions:
CAB Attendees:	<ul style="list-style-type: none"><li>• Appropriate Priority/Category</li><li>• Cost of Change</li><li>• Resource required for Change</li><li>• Business Risk of Change Implementation</li><li>• Business Impact of Change Implementation</li><li>• Technical Capability</li><li>• Required Communication</li><li>• Suitability of the Change Implementation Date</li></ul>

CAB Comments/Issues/Decisions	
RFC Authorisation to be completed at the top of the RFC by the Change Manager	Escalation of Change Authorisation Required: <b>Y/N</b>
If Rejected: Reason for Rejection by the CAB:	Date Escalation Made:  Final Decision Made: (Whom/What):

Date Change Initiator Informed of Change Rejection:
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# **Completing the Request for Change Form**

## **Part One – Completed by the Change Initiator**

### **RFC Number**

On commencing the raising of a Request for Change the RFC Number will generate a unique number.

### **RFC Status**

On raising a Request for Change Status will be set as NEW.

### **Date RFC Raised**

The date the member of ISS raised the Request for Change.

### **Name**

The full name of the Change Initiator.

### **Date the Change is Required By**

The date by which the Change needs to be implemented.

### **System or Configuration Item to be Changed**

The system, application, piece of hardware to which the change will be carried out. This must be uniquely identified to ensure that the change is carried out to the correct part of the infrastructure. For example if a change is required to a Switch – the unique information for that exact Switch must be identified.

### **Reason/ Business Justification for the Change**

The Reason/Business Justification for the Change must be completed in detail by the Change Initiator.

The following should be included:

- Why the change is needed – in particular giving detailed information on implications of not implementing the change – i.e. security risks etc.
- Known risks or impact to the Business of implementing the Change - consideration should also be given to the risk and impact to the Business of not implementing the Change.
- Required resources – including people, time and investment.

### **RFC Status**

As the Change Initiator saves the Request for Change the status will automatically change to AWAITING ASSESSMENT.

## **Part Two – Completed by the Change Manager**

### **Date Change Assessed by the Change Manager**

The date the Change Manager completed the initial Change assessment.

### **If Rejected/Reasons for Rejection at Initial Assessment**

If the Change is rejected at the Initial Assessment stage the Change Manager must document in full the reasons for rejection and ensure that decision is communicated to the Change Initiator.

### **RFC Status**

The Change Manager will change the RFC status to either ASSESSED (which indicates that the RFC will be progressed and that a Priority and Category have been assigned) or REJECTED BY THE CHANGE MANAGER (which indicated that the RFC has been rejected at Initial Assessment and will be returned to the Change Initiator).

### **Date Change Initiator Informed of Change Rejection**

The date the Change Manager informed the Change Initiator of the Change Rejection and the reasons.

### **Priority Assigned (examples!)**

The Change Manager assigns the Change a Priority based on the following information:

- E - Emergency, needs doing immediately (Emergency Change Process)
- H - High, needs doing within 48 hours
- M - Medium, needs doing within 5 days
- L - Low, needs doing by indicated date

### **Category Assigned**

Category is based on the required level of authorisation.

The Change Manager assigns the Change Category based on the following information:

- Standard Change – Using a Procedure – Pre-authorised
- IT Change Model – Using a Procedure – May need some level of Authorisation
- Minor Change – Authorised by Change Manager Alone
- Significant Change – Authorised by a CAB
- Major Change – Authorised by a CAB (Senior Level)

### **Risk of Change to the Business**

Priority is based on how quickly the Change needs to be implemented.

The Change Manager assigns a Risk rating based on the following:

- H – High Risk to the Business
- M – Medium Risk to the Business
- L – Low Risk to the Business

## **Impact of Change to the Business**

The Change Manager assigns an Impact rating based on the following:

- H – High Impact to the Business
- M – Medium Impact to the Business
- L – Low Impact to the Business

## **Change Authorised By**

The Change Manager needs to document all those who authorised the Change based on the following:

- Standard Change (via Heat) – Using a Procedure – Pre-authorised
- IT Change Model – Using a Procedure – May need some level of Authorisation
- Minor Change – Authorised by Change Manager Alone
- Significant Change – Authorised by a CAB
- Major Change – Authorised by a CAB (Senior Level)
- Emergency – Authorised by the CAB/EC

If the Request for Change has to be authorised by a CAB then the Change Manager cannot complete this section until the CAB meeting has been held and the appropriate authorisation given.

## **RFC Status**

Once the Request for Change has been authorised either by the Change Manager (for Minor Changes) or the CAB (for Significant or Major Changes) or the CAB/EC for Emergency Changes the Change Manager will change the status of the RFC to – AUTHORISED.

If the CAB rejects the Request for Change the Change Manager will change the status of the RFC to REJECTED BY THE CAB.

## **Additional Change Information**

The Change Manager identifies the following with input from other Service Leaders to ensure that the appropriate resources are allocated to the Change.

**Change Builder Identified** – Full Name and Department.

**Type of Testing Identified** – What type of testing (if any) needs to be completed prior to the Change being implemented. If no testing is to be carried out – NO Testing needs to be documented in the Request for Change and any potential risks identified.

**Change Tester Identified** - Full Name and Department.

## **Part Three – Completed by the Change Builder**

### **RFC Status**

The Change Builder will change the status of the RFC to IN BUILD.

### **Date Change Building Completed**

The date by which the Change Build has been completed.

### **Change Dependencies Identified**

The Change Builder needs to consider any Change Dependencies that may have an impact on this Change being built and implemented. This may include the consideration of order in which any dependent changes need to take place – and potential risk and resource implications. The Change Builder will need to check all Changes that have been authorised and are potentially being built by other teams and also any changes that are currently being assessed to ensure that no dependencies exist. If there are dependencies they need to be document in this section of the Request for Change.

### **Details of the Change Backout Plan**

The Change Builder needs to document a Change Backout Plan in detail, which can be used in the event that the implementation of the Change is not successful. This plan needs to document the timing at which the Backout Plan should be invoked – i.e. at what stage is the Change implementation considered unsuccessful. The plan also needs to include who can authorise the implementation of the backout plan.

## **Part Four – Completed by the Change Tester**

### **RFC Status**

The Change Tester will change the status of the RFC to IN TEST.

### **Date Change Testing Completed**

The date by which the Change Testing has been completed.

### **Change Dependencies Identified**

The Change Tester needs to consider any Change Dependencies that may have an impact on this Change being built as a result of the testing. This may include the consideration of order in which any dependent changes need to take place – and potential risk and resource implications. The Change Tester will need to check all Changes that have been authorised and are potentially being built by other teams and also any changes that are currently being assessed to ensure that no dependencies exist. If there are dependencies they need to be document in this section of the Request for Change.

### **Details of the Testing Carried Out**

The Change Tester needs to document all Testing carried out.

### **Backout Plan Tested**

The Change Tester needs to ensure that the Backout Plan is tested and that this is documented in the Request for Change.

### **If Change Failed Testing – Reason for Test Failure**

The Change Tester needs to document if the Change Failed testing and the reasons for this failure. They may also make any observations or recommendations that they feel would be useful for the Change Builder as part of the re-build of the Change.

### **Date Returned to Change Builder for Re-building**

The date the Request for Change was returned to the Change Builder for re-building following a Change Test failure.

## **Part Five – Completed by the Change Implementer**

### **RFC Status**

The Change Implementer will change the status of the RFC to AWAITING IMPLEMENTATION.

### **Change Communicated To**

To ensure that the appropriate parts of the Business, other IT Groups and the User are aware of Changes that will impact them the Change Implementer needs to ensure that Change is communicated at an appropriate time BEFORE the Change is implemented.

### **Date of Change Communication**

The date the Change Communication was sent.

### **Scheduled Implementation Date**

The date the Change Implemented has been scheduled to take place.

### **Date Change Actually Implemented**

The date the Change was actually implemented – if this is differently from the Implementation date that was agreed reasons for this change need to be documented here in the Request for Change. Details of who authorised the bringing forward or delay of a change also need to be documented.

### **Issues Encountered**

Issues encountered during the Change Implementation need to be documented. Even if issues are encountered that do not lead to the use of the Backout plan they must be documented to ensure that they are known and discussed at the Change Review.

### **Backout Plan Implemented Y/N**

If the Backout Plan was implemented this need to be documented.

### **Backout Authorised By**

The Name of who authorised the Backout of the Change needs to be documented, if the backout plan was implemented.

### **Date Backout Communicated to the Change Manager**

The date the Change Manager was informed that the Change was not successful and that the Backout Plan was implemented.

### **RFC Status**

The Change Implementer will change the status of the RFC to IMPLEMENTED if the implementation was successful – if the Change was backed out the Change Implementer will change the status of the RFC to CHANGE BACKED OUT.

## **Part Six – Completed by the Change Manager**

### **Change Review Post Implementation - Review Information**

#### **RFC Status**

The Change Implementer will change the status of the RFC to Awaiting Review.

#### **Date Change Reviewed**

The date the Request for Change was reviewed prior to Closure.

#### **Change Reviewed By**

The Change Manager needs to document all those who attended the Change Review.

#### **Change Successful**

The Change Review team needs to decide the criteria on which they base a successful change this will vary according to the Change being reviewed. The Change Manager needs to be documented the final decision made.

#### **Backout Plan Successfully Deployed (if appropriate)**

If the Backout Plan was deployed – the success of the back out deployed needs to be documented. If for any reason the Backout Plan was deployed and it was not successful this also needs to be documented with details as to why it failed.

#### **If Backout Deployed – Date Initiator Informed**

If the Change was Backed Out the Change Manager need to communicate to the Change Initiator that the Change has not been successful and return the RFC to the start of the process for re-assessment.

#### **Date RFC returned to the Start of the Process for Re-Assessment**

The date the Change Manager returned the RFC to the start of the process for re-assessment.

#### **Review Details**

The Change Manager needs to document any other discussion points that were part of the Change Review – as a Lesson Learned.

#### **Change to become a Procedure**

If the Change is one that has been repeated on a number of occasions the Change Review team need to assess it in line with the option to make it a Standard Change (implemented through the Service Desk or Change Model). If it is to become a Procedure it needs to be allocated to a team member for writing and a review and implementation timescale agreed.

#### **Change Closed**

The Change Manager need to ensure that the Status of the Request for Change needs to be changed to CLOSED to completed the process.

#### **RFC Status**

The Change Manager will change the status of the RFC to CLOSED. However, if the Backout plan was implemented and the Change was not successful the RFC will not have a status of CLOSED but the Change Manager will return the RFC to the start of the Process for Re-Assessment, the status, therefore, will be Awaiting Re-Assessment.

## **Part Seven – Completed by the Change Manager**

### **Change Advisory Board Meeting Information**

#### **Date Change Advisory Board Meeting Held**

The date the Change Advisory Board was held.

#### **CAB Attendees**

The Change Manager needs to document all those who attended the Change Review.

#### **CAB Comments/Issues/Decisions**

The CAB need to review the Change against a number of pre-defined criteria – the attendees comments, issues and decisions need to be documented.

#### **If Rejected – Reasons for Rejection by the CAB**

If the Change is rejected at the CAB stage the Change Manager must document in full the reasons for rejection and ensure that decision is communicated to the Change Initiator.

#### **Date Change Initiator Informed of Change Rejection**

The date the Change Manager informed the Change Initiator of the Change Rejection and the reasons.

#### **Escalation of Change Authorisation Required**

If the CAB cannot make a final decision on the Authorisation of a Change then the Change Escalation needs to be initiated by the Change Manager to ensure that Authorisation is given (via escalation) at a higher level. The Escalation of Change Authorisation is documented in the ISS Change Procedure.

#### **Date Escalation Made**

The date the Change Manager escalated Authorisation of the Change to a higher level than the CAB.

#### **Final Decision Made**

The date and the Authorisation Decision made via the Escalation Process as outlined in the Change Procedure, and the Name of the Decision maker.