**[Company name]**

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# IT Change Request Form

*One proposed change, its impact and risks, its rollback plan, and the recorded decision.*

## 1. Request details

| | |
|---|---|
| **Change reference number** | [Change reference number] |
| **Title of the proposed change** | [Title of the proposed change] |
| **Person requesting this change** | [Full name of the person requesting this change] |
| **Role of the person requesting this change** | [Job title of the person requesting this change] |
| **Date of this request** | [Date of this request] |
| **Date by which this change is needed** | [Date by which this change is needed] |
| **Priority of this change** | [Priority of this change: low, medium, high, or urgent] |
| **Type of change** | [Type of change: standard change, normal change, or emergency change] |

## 2. Description of the proposed change

[Full description of the proposed change, written so that a reader who was not involved can understand exactly what will be different afterwards.]

[Description of the current position, so the change can be compared with what exists today.]

## 3. Reason and expected benefit

[Reason this change is needed, including the problem it solves or the requirement it meets.]

[Expected benefit of this change and how it will be recognised once the change is in place.]

[Effect if this change is not made, including any risk, cost, or deadline that would follow.]

## 4. Systems, users, and services affected

[List of the systems, services, and user groups affected by this change.]

[Description of how each affected group will experience the change, including any period when a service will be unavailable.]

## 5. Impact assessment

| Area of impact | Assessment of the impact |
|---|---|
| Effect on scope | [Assessment of the effect of this change on agreed scope] |
| Effect on schedule | [Assessment of the effect of this change on schedule and deadlines] |
| Effect on cost | [Assessment of the effect of this change on cost, including any ongoing cost] |
| Effect on service quality | [Assessment of the effect of this change on service quality] |
| Effect on security | [Assessment of the effect of this change on security] |

## 6. Risks and mitigations

| Risk introduced or increased by this change | Likelihood and severity of this risk | Mitigation planned |
|---|---|---|
| [Description of the first risk] | [Likelihood and severity of the first risk] | [Mitigation planned for the first risk] |
| [Description of the second risk] | [Likelihood and severity of the second risk] | [Mitigation planned for the second risk] |
| [Description of the third risk] | [Likelihood and severity of the third | [Mitigation planned for the third risk] |

| | | |
|---|---|---|
| | risk] | |

## 7. Testing plan

[Description of how this change will be tested before it is released, including what success looks like.]

[Full name of the person responsible for testing this change]

## 8. Implementation plan

| | |
|---|---|
| **Planned implementation date** | [Planned implementation date] |
| **Implementation start time** | [Implementation start time] |
| **Implementation end time** | [Implementation end time] |
| **Person implementing this change** | [Full name of the person implementing this change] |
| **Person supervising this implementation** | [Full name of the person supervising this implementation] |

1. [First implementation step.]
2. [Second implementation step.]
3. [Third implementation step.]
4. [Final implementation step, including confirmation that the change is working.]

## 9. Rollback plan

[Trigger that would require this change to be rolled back, stated as a condition that can be recognised during implementation.]

5. [First rollback step.]
6. [Second rollback step.]
7. [Final rollback step, including how service is confirmed as restored.]

[Maximum time allowed for the rollback decision, after which the change must be rolled back rather than continued.]

## 10. Pre-change checklist

| | |
|---|---|
| | The change has been tested and the test result is recorded in section 7. |
| | The rollback plan in section 9 has been reviewed by someone other than the person implementing the change. |
| | Affected users have been told about the change, its timing, and any interruption to expect. |
| | A backup or snapshot that the rollback depends on has been taken and its success confirmed. |
| | The implementation window does not clash with any known critical business activity. |

## 11. Decision and approval

| Approver role | Approver name | Decision on this change | Date of the decision |
|---|---|---|---|
| Requesting manager | [Full name of the requesting manager] | [Decision of the requesting manager] | [Date of the decision by the requesting manager] |
| System owner | [Full name of the system owner] | [Decision of the system owner] | [Date of the decision by the system owner] |
| Change approver | [Full name of the change approver] | [Decision of the change approver] | [Date of the decision by the change approver] |

[Conditions attached to this approval, or confirmation that there are none.]

## 12. Post-implementation review

| | |
|---|---|
| **Date the change was implemented** | [Date the change was implemented] |
| **Outcome of this change** | [Outcome of this change: successful, successful with issues, or rolled back] |
| **Issues found after implementation** | [Issues found after implementation, or confirmation that none were found] |

# [Company name]

| | |
|---|---|
| **Date of the post-implementation review** | [Date of the post-implementation review] |