Ashford Business Services Ltd

IT Change Request Form

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

1. Request details

Change reference number	JOB-1042
Title of the proposed change	Title of the proposed change as agreed at the meeting.
Person requesting this change	Sarah Mitchell
Role of the person requesting this change	Office Manager
Date of this request	9 November 2026
Date by which this change is needed	9 November 2026
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. as agreed at the meeting.

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

£45.00

4. Systems, users, and services affected

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

November 2026

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	£45.00
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 risk	Mitigation planned for the third risk

7. Testing plan

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

Sarah Mitchell

8. Implementation plan

Planned implementation date	9 November 2026
Implementation start time	10:30 am
Implementation end time	10:30 am
Person implementing this change	Sarah Mitchell
Person supervising this implementation	Sarah Mitchell

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.

10:30 am

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	James Patel	Decision of the requesting manager as agreed at the meeting.	9 November 2026
System owner	Helen Morris	Decision of the system owner as agreed at the meeting.	9 November 2026
Change approver	David Okafor	Decision of the change approver as agreed at the meeting.	9 November 2026

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

12. Post-implementation review

Date the change was implemented	9 November 2026
Outcome of this change	Outcome of this change: successful, successful with issues, or rolled back as agreed at the meeting.
Issues found after implementation	Issues found after implementation, or confirmation that none were found as agreed at the meeting.
Date of the post-implementation review	9 November 2027