

# ICT Operational Change Management

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## Change Request

Reference No:  
(Assigned by ICT CC)

ICT-

Description:

Requestor Name:

Branch:

Phone:

Mobile:

Email:

Date Requested: / /2011

Time Requested:

Date & Time you would prefer the change to be implemented.

Change Type:

(Replace / Upgrade / Install / Relocate / Remove)

Item of Technology:

(Describe the item(s) of technology affected by the change. Eg: server name, application name, software product etc.

Type of Technology:

Hardware/software/network/application/standard process/

Change Reason:

(include remedy ref # of problems to be resolved)

Area of Impact:

Single Consumer / Workgroup / Site or Multiple Workgroups / Division / Department

Customer/s Affected:

Customer impact:

What is the impact to the customer while the change is implemented?

Expected Outage:

Level of Urgency:

(Urgent / High / Medium / Low)

Implementation Plan:

Describe the steps required to install the change.

Backout Plan:

Describe the steps required to remove the change.

Test Plans:

Describe how the change has been tested, including testing of the installation and backout plans, and the Operations & User Acceptance Testing that will be conducted post-implementation.

Test Sign-off by:

Date: / /11

Communications Plan:

Standard Process:

Yes/No

Process Name:

Resource/s Required:

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**Documentation:**

What documents need to be updated as a consequence of this change? eg network diagrams, config database,

**Training Requirements:**

**Expected Outcome(s):**

Detail how the change manager can verify the change was successful.

**Change Manager to complete:**

**Change Approver/s:**

**Date Scheduled:**        / /11

**Time Scheduled:**

**Change Log:**

QA complete:    / /11

Change Completed:    / /11

Consulting Cloud Preview