Request for Change (RFC)

Requestor *
This is the person making the change

Jerome Hilscher

Acct/Dept *
The account/department under which the ticket falls.

IT Support Services

Title *
A short description of the Request for Change.

Detailed description of the requested change
The full details of the change, including description, reason, and business impact.

Change implementation instructions
Steps or instructions needed to complete the process, i.e. to move the change from the Test Environment to the Production Environment.

Promotion instructions.
i.e. to move the change from the Test Environment to the Production Environment.

Change Priority
Normal– A change that can be completed during regular ITS maintenance intervals.

Change Risk
The likelihood of a change being unsuccessful and causing a service outage.

What is the testing plan?
Detailed test plan for change requests
What is your plan to test the proposed change?

What is the back out plan in the event the change doesn't work?  
If the test or change fails, what is the plan to revert the change?

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Is campus communication needed?  
ITS website post for smaller outage windows and changes. Add OnCampus communication for major changes or lengthy outages.

Group responsible for this change?  
Which ITS team is responsible for overseeing this change.

Responsible  
This is the person responsible for completing the change.

Start Date  
What date will the change begin?