[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

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

[Company name]

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 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.]

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