**Classification**

Conformance:  **The guideline below must be used to determine the classification of a change.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Timing** | **Lead Time** | **Priority** | **Risk** | **Comments** |
| Latent | 0 Day | Critical | R4/R5 | This must be captured retro, This needs to have a Director approval and e-mail approval from the portfolio manager which needs to be attached in the work info tab |
| Emergency | 0 - 1 Day | High/Critical | All levels | To be captured 1 day before implementation to be discussed at the CAB, implementation plan to be attached in the work info tab, change location to be populated with affected areas, backout plan to be populated in the work info tab |
| Normal | 0 Day | Low | R1/R2 | These are the L3 and has to be approved by the Change Manager.IPL & backout to be attached in the work info tab, affected areas to be populated in the Change Location Tab in the Department field, affected services to be populated in the notes field. Communication to Service Manager to be populated in the work info field |
|  | 3 Days | High | R1/R2/R3 | IPL & backout to be attached in the work info tab, affected areas to be populated in the Change Location Tab in the Department field, affected services to be populated in the notes field. Communication to Service Manager to be populated in the work info field |
|  | 3 Days | High/Critical | R4/R5 | IPL & backout to be attached in the work info tab, affected areas to be populated in the Change Location Tab in the Department field, affected services to be populated in the notes field. Communication to Service Manager to be populated in the work info field |
|  | 3 Days | Med | R1/R2/R3 | IPL & backout to be attached in the work info tab, affected areas to be populated in the Change Location Tab in the Department field, affected services to be populated in the notes field. Communication to Service Manager to be populated in the work info field |
|  | 5 Days | High/Critical | R4/R5 | IPL & backout to be attached in the work info tab, affected areas to be populated in the Change Location Tab in the Department field, affected services to be populated in the notes field. Communication to Service Manager to be populated in the work info field |
|  | 5 Days | Critical | R1/R2/R3 | IPL & backout to be attached in the work info tab, affected areas to be populated in the Change Location Tab in the Department field, affected services to be populated in the notes field. Communication to Service Manager to be populated in the work info field |
|  | 10 Days | High/Critical | R4/R5 | Weekend changes being implemented from Fri 17h00 - Mon 07h00. IPL & backout to be attached in the work info tab, affected areas to be populated in the Change Location Tab in the Department field, affected services to be populated in the notes field. Communication to Service Manager to be populated in the work info field |

Complete all required fields. **Fields in bold are mandatory**