



Datasheet

NamWater ICT Change Management Form

Change Management Request Form

Process Owner:	Manager: ICT Infrastructure and Support
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Change Management Request Form

For ICT Personnel

Instructions:

Please complete all sections of this form and submit it for approval before making any changes to the ICT systems, including systems patching, OS upgrades, configurations for servers, AD, routers, switches, access points, printers, etc.

Section 1: Requestor Information

- Name: _____
- Department: _____
- Date of Request: _____
- Contact Information: _____

Section 2: Change Details

- Type of Change: (e.g., system patching, OS upgrade, server configuration, switch/router/access point configuration, etc.)
• _____
- Description of Change:
• _____
• _____
• _____
- Reason for Change:
• _____
• _____
• _____
- Systems/Devices Affected: (e.g., servers, AD, routers, switches, access points, printers, etc.)
• _____
• _____
• _____

Section 3: Impact Analysis

- Potential Impact: (Describe any potential impact on services, users, or other systems)
• _____
• _____
• _____
- Risk Assessment: (Describe any risks involved and how they will be mitigated)
• _____
• _____
• _____

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Section 4: Implementation Plan

- Proposed Implementation Date and Time:

- Implementation Steps:
 - 1. _____
 - 2. _____
 - 3. _____
 - 4. _____
 - 5. _____
- Rollback Plan: (Steps to be taken if the change needs to be reversed)
 - _____
 - _____
 - _____

Section 5: Approval

- Requestor's Signature: _____
- Date: _____
- Manager's Approval: _____
- Date: _____
- ICT Chief Approval (depending on impact) _____
- Date: _____

Note: No changes are to be implemented without the necessary approvals.