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| **Change Request Form**  *Document of Record for a change request* | | | |
| **Change Name** | Failover Test | **Change Request No.** |  |
| **Approval Manager** |  | **Manager Role** |  |
| **Created by** | Henock BARAKAEL | **Scope Change Number**  *(must match Change Log entry)* | 003 |
| **Date of Request** | June, 17th 2025 | **Implementation by:** | Henock BARAKAEL |

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| **Change Request Detail -** *The Change Request form is the document of record for a change request. It provides the business reasons and justification for the change and assesses the risk and impact of the change.* | | |
| **Type of Change** | | **Description of the change requested with rationale** |
|  | Business Change or Need | We propose the implementation of a sandbox testing environment for FreshPay's APIs. This sandbox will provide a safe and isolated environment where merchants can thoroughly test their integrations and payment processes before going live in the production environment. |
|  | Funding Source Plan Change |
|  | Scope Change or Need |
|  | Schedule Change |
|  | Error Correction |
|  | Regulatory Requirement |
|  | Other |
| **Priority** | | **1 *– Critical****:* “I can’t move forward until this change is resolved.”  **2 *– High***: “I’m fine for right now, but unless this change is resolved by the due date, I won’t be able to move forward.”  **3 *– Normal***: “I’m fine for the right now, but this may impact my ability to move forward in the near future.”  **4 *– Low***: “This change is not impacting my ability to move forward.” |
| **Benefits of Proposed Changed** | | 1. **Security and Compliance**    * **Risk-Free Testing**: Merchants can test their integrations without risking disruption to the production environment, ensuring the security of real transactions.    * **Regulatory Compliance**: Ensures all integrations adhere to standards and regulations before going live. 2. **Improved Merchant Experience**    * **Reduced Technical Issues**: By allowing merchants to test their integrations, potential issues can be identified and resolved before launch, enhancing customer satisfaction.    * **Proactive Support**: Facilitates technical support by enabling teams to detect and resolve issues in a testing environment. 3. **Increased Efficiency and Productivity**    * **Accelerated Deployment**: Merchants can test and validate their integrations more quickly, reducing the time required to go live.    * **Resource Optimization**: Technical teams can focus on continuous improvement and support rather than managing production incidents. 4. **Flexibility and Innovation**    * **Testing New Features**: Allows merchants to experiment with new features and updates without affecting the production environment, encouraging innovation.    * **Rapid Adaptation to Changes**: Merchants can quickly adjust their integrations based on feedback and changing market needs. 5. **Service Reliability and Quality**    * **System Stability**: By reducing production failures, the testing environment ensures greater reliability and availability of services.    * **Continuous Improvement**: Provides a continuous feedback loop, helping FreshPay improve its APIs and services based on merchant tests and feedback. 6. **Risk Management**    * **Simulation of Complex Scenarios**: Merchants can test complex and varied transaction scenarios, ensuring all use cases are covered.    * **Prevention of Disruptions**: Identifies and resolves potential issues before they affect real-time operations, minimizing service disruptions. |
| **Alternatives** | | List any alternatives/work-around to the change that exist. |
| **Impact Severity** | | ***1 - Critical Impact***: Threatens the success of the program  ***2 - High Impact***: Significant disruption to program schedule, cost, or quality  ***3 - Normal Impact***: Progress disrupted with manageable extensions to short-term schedule and cost  **4 *- Low Impact***: Exposure is slight |
| **List of Impacted Deliverables** | | Technical Documentation, Technical Support, Developer Portal, Compliance and Security Testing |
| **Financial Impact ($)**  *Estimated Cost of the Change* | | 12 $ per month |
| **Schedule Impact (days)**  *Time Required for the Change* | | 1 week |
| **Resources Required for Change** | | Servers and Hosting |
| **Impact Summary** | |  |

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| **Authorization** | | | | | |
| Who has the authority to approve this type of change? |  | Advisory Board |  | Business Office | |
|  | Steering Committee |  | Customer/Stakeholder | |
|  | Executive Sponsor |  | Other: Technology Director | |
| **Change Requests Status** |  | Change Request Open | | | |
|  | Change Request Approved | | | |
|  | Change Request Rejected | | | |
|  | Change Request Closed | | | |
|  | Deferred for review at later date | | | Date: |
| **Fiscal Reviewed and Approved by**  If funding is sourced separately by a department |  | | | | Date: |
| **Authorizing Signature** |  | | | | Date: |
| **Project Manager Signature** |  | | | | Date: |