Change Request Form Template

**Change Request Form *(Project: [Project Name])* *(Date: [Date])***

**Request Details:**

**Client Information:**

**Name: [Client's Name]**

**Organization: [Client's Organization]**

**Contact Information: [Client's Email Address / Phone Number]**

**Change Description: Describe the change you are requesting in detail: [Description Box]**

**Reason for Change: Explain the reason for this change request: [Reason Box]**

**Impact Assessment:**

**Affected Area(s): Specify the area(s) of the project that will be affected by this change: [Affected Area(s) Checkbox List]**

**Expected Benefits: Describe the benefits that you anticipate from implementing this change: [Benefits Box]**

**Implementation Details:**

**Priority:**

**Low**

**Medium**

**High**

**Timeline: Desired implementation date: [Desired Date]**

**Technical Feasibility: Briefly explain if you believe this change is technically feasible: [Technical Feasibility Box]**

**Resources Required: Outline any specific resources (e.g., personnel, tools) needed for implementing this change: [Resources Box]**

**Client Approval:**

**Client's Approval: By signing below, I confirm that I have reviewed and approve this change request: [Client's Signature] [Date]**

**Project Team Review:**

**Project Team Comments: [Project Team Comments Box]**

**Change Request Review and Approval:**

**Change Reviewer: [Name of Reviewer]**

**Review Date: [Review Date]**

**Change Approved:**

**Approved**

**Approved with Modifications**

**Rejected**

**Reviewer Comments: [Reviewer Comments Box]**

**Change Implementation Plan:**

**Plan Overview: Briefly outline how the change will be implemented, including any testing and deployment considerations: [Implementation Plan Box]**

**Plan Approval:**

**Approved**

**Requires Further Discussion**

**Rejected**

**Plan Approver: [Name of Approver] [Approver's Signature] [Date]**

**Additional Notes:**

**Additional Notes: [Additional Notes Box]**

Example 1:  ***Online Store Website***

**Question:**

**Imagine you are a configuration manager overseeing a software project for an online store website. A client, Sarah Johnson from Johnson's Electronics, has submitted a change request to display product prices including taxes on the website. The project team has reviewed and approved the change request. As the configuration manager, your task is to ensure the successful implementation of this change. Describe the steps you would take to facilitate the implementation of the change request, including how you would coordinate with the development and testing teams, monitor the progress, and ensure that the change is accurately reflected on the website. Also, highlight any challenges you might anticipate during the implementation process and how you would address them.**

**Answer Guidelines:**

In your response, provide a step-by-step plan for implementing the change request, ensuring that you cover the following points:

Communication with Development and Testing Teams: Explain how you would communicate the approved change request to the development and testing teams, ensuring they understand the requirements.

Development Process: Describe how you would coordinate with the development team to update the pricing calculation logic and modify the display templates to reflect prices including taxes.

Testing Strategy: Outline your testing strategy, including the types of tests (such as unit tests and end-to-end tests) that would be performed to ensure the accuracy of the implemented change.

Progress Monitoring: Detail how you would monitor the progress of the implementation to ensure that the change is being executed according to the plan and timeline.

Addressing Challenges: Identify potential challenges that might arise during the implementation process (e.g., technical issues, compatibility concerns) and explain how you would address these challenges to ensure a successful implementation.

Quality Assurance: Explain how you would ensure that the change is thoroughly reviewed before deployment to prevent any negative impact on the website's functionality.

Documentation: Highlight the importance of documenting the changes made and any modifications to the pricing calculation logic or display templates.

Your answer should demonstrate a clear understanding of the change request process, coordination with development and testing teams, and addressing potential challenges to ensure successful implementation.

**Change Request Form *(Project: Online Store Website)* *(Date: August 15, 2023)***

Request Details:

Client Information:

Name: Sarah Johnson

Organization: Johnson's Electronics

Contact Information: [sarah.johnson@example.com](mailto:sarah.johnson@example.com) / +1 (555) 123-4567

Change Description: Describe the change you are requesting in detail: Our website currently displays product prices excluding taxes. We would like to request a change to show product prices including taxes for better transparency.

Reason for Change: Explain the reason for this change request: We've received feedback from our customers that they would like to see the final price they need to pay, including taxes, without having to calculate it themselves.

Impact Assessment:

Affected Area(s):

Product Listing Page

Product Detail Page

Shopping Cart Page

Expected Benefits: Describe the benefits that you anticipate from implementing this change: By displaying prices including taxes, customers will have a clearer understanding of the total cost, reducing confusion and improving their shopping experience.

Implementation Details:

Priority:

Low

Medium

High

Timeline: Desired implementation date: September 10, 2023

Technical Feasibility: Briefly explain if you believe this change is technically feasible: We believe this change is feasible as it involves updating the price calculation logic and adjusting the display templates.

Resources Required: Outline any specific resources (e.g., personnel, tools) needed for implementing this change:

Development team for coding

Testing team for quality assurance

Client Approval:

Client's Approval: By signing below, I confirm that I have reviewed and approve this change request: [Client's Signature] [Date]

Project Team Review:

Project Team Comments: No additional comments at this time.

Change Request Review and Approval:

Change Reviewer: John Smith

Review Date: August 20, 2023

Change Approved:

Approved

Approved with Modifications

Rejected

Reviewer Comments: The change is reasonable and aligns with customer feedback.

Change Implementation Plan:

Plan Overview: We will update the product pricing calculation logic to include taxes and modify the display templates to show prices including taxes. Testing will include both unit tests and end-to-end tests to ensure accuracy.

Plan Approval:

Approved

Requires Further Discussion

Rejected

Plan Approver: Jane Doe [Approver's Signature] [Date]

Additional Notes:

Additional Notes: We'll need to update the tax rates periodically to ensure accurate pricing.

Example 2***: Library Management System***

**Question: Imagine you are the configuration manager responsible for overseeing a library management system in an engineering college. The college's librarian has submitted a change request to implement a feature that allows students to reserve library resources online. Describe the process you would follow to manage this change request, from its submission to its successful implementation. Highlight the key steps involved in evaluating the change request, coordinating with the development team, testing the new feature, and ensuring its smooth integration into the existing library management system. Also, discuss any potential** challenges that could arise during the implementation and how you would address them.

**Answer: As the configuration manager for the library management system in the engineering college, I would approach the implementation of the change request for the online reservation feature with a systematic and collaborative process. The following steps outline how I would manage this change:**

Change Request Submission and Review: The librarian's change request would be formally submitted, outlining the need for an online reservation feature. I would review the request to ensure clarity and completeness, seeking additional details if necessary.

Impact Analysis and Feasibility Assessment: I would assess the potential impact of the proposed change on the existing library management system and its users. This would involve evaluating technical feasibility, potential resource requirements, and alignment with the college's policies.

Prioritization and Approval: I would collaborate with relevant stakeholders, including the librarian, college administration, and development team, to prioritize the change request based on its significance and alignment with the college's goals.

Development Planning: Once approved, I would work with the development team to plan the implementation. This would include defining the scope, timeline, and resource allocation for the project.

Feature Development and Testing: The development team would work on implementing the online reservation feature according to the defined plan. This would involve coding, testing, and ensuring that the feature integrates seamlessly with the existing library management system.

Testing and Quality Assurance: The newly developed feature would undergo rigorous testing, including functional testing, usability testing, and compatibility testing. The goal would be to identify and rectify any bugs or issues before deployment.

User Acceptance Testing (UAT): I would involve students and the librarian in user acceptance testing to ensure that the online reservation feature meets their needs and expectations.

Documentation and Training: Documentation of the new feature's functionality and usage instructions would be prepared for both students and the librarian. Training sessions might also be conducted to familiarize users with the new capability.

Deployment and Monitoring: After successful testing and user approval, the online reservation feature would be deployed to the live library management system. Ongoing monitoring would ensure that the feature functions as intended and addresses the needs of users.

Addressing Challenges: Potential challenges could include technical glitches during development, integration issues with the existing system, or user resistance to change. To address these challenges, I would maintain open communication with all stakeholders, provide regular updates, and allocate resources to address issues promptly.

By following this process, the engineering college's library management system would be enhanced with the new online reservation feature, improving the user experience and overall efficiency of the library's operations.

**Change Request Form *(Project: Library Management System)* *(Date: August 20, 2023)***

Request Details:

Requester Information:

Name: [Librarian's Name]

Position: Librarian

Contact Information: [Librarian's Email Address / Phone Number]

Change Description: Describe the change you are requesting in detail: We are requesting the implementation of an online reservation feature in the library management system. This feature will allow students to reserve library resources such as books and study rooms through the system's interface.

Reason for Change: Explain the reason for this change request: We believe that an online reservation feature will streamline the library resource booking process, providing convenience to students and improving the overall user experience.

Impact Assessment:

Affected Area(s):

User Interface

Database Structure

Reporting Module

Expected Benefits: Describe the benefits that you anticipate from implementing this change: By introducing an online reservation feature, students can conveniently schedule and manage their library resource bookings, reducing waiting times and promoting efficient resource utilization.

Implementation Details:

Priority:

Low

Medium

High

Timeline: Desired implementation date: September 30, 2023

Technical Feasibility: Briefly explain if you believe this change is technically feasible: We believe this change is feasible as it involves enhancing the existing user interface and integrating with the current database system.

Resources Required: Outline any specific resources (e.g., development team, testing tools) needed for implementing this change:

Development team for feature implementation

Testing team for quality assurance

Project Team Review:

Project Team Comments: No additional comments at this time.

Change Request Review and Approval:

Change Reviewer: [Name of Reviewer]

Review Date: [Review Date]

Change Approved:

Approved

Approved with Modifications

Rejected

Reviewer Comments: The requested change aligns with our goal to improve user experience and efficiency within the library management system.

Change Implementation Plan:

Plan Overview: The development team will work on integrating the online reservation feature into the existing system. Testing will include functional testing, usability testing, and user acceptance testing.

Plan Approval:

Approved

Requires Further Discussion

Rejected

Plan Approver: [Name of Approver] [Approver's Signature] [Date]

Additional Notes:

Additional Notes: We need to ensure that the online reservation feature maintains data accuracy and follows the college's resource booking policies.

Example 3 *: Examination Management System*

**Question: Imagine you are the configuration manager responsible for overseeing the Examination Management System at an engineering college. The exam section coordinator has submitted a change request to implement an electronic input system for final exam grades. As a configuration manager, describe the comprehensive process you would follow to manage this change request, from its submission to its successful implementation. Highlight the key steps involved in evaluating the change request, coordinating with the development team, testing the new feature, and ensuring its seamless integration into the existing system. Additionally, discuss any potential challenges that could arise during the implementation and how you would address them to ensure the efficiency and accuracy of the final exam grade management process.**

**Answer: Managing the change request for implementing an electronic input system for final exam grades involves a systematic approach that ensures the successful integration of the new feature into the Examination Management System. The following steps outline the comprehensive process:**

Change Request Review: Upon receiving the change request from the exam section coordinator, I would carefully review the details provided, including the description of the requested feature and the reasons for the change.

Impact Analysis and Feasibility Assessment: I would assess the potential impact of introducing the electronic input system on the existing Examination Management System. This includes evaluating technical feasibility, potential resource requirements, and alignment with the college's policies and processes.

Priority and Approval: Collaborating with relevant stakeholders, such as faculty members, administrators, and the development team, I would prioritize the change request based on its importance and alignment with the college's goals.

Development Planning: Once approved, I would work closely with the development team to plan the implementation. This includes defining the scope, estimating the timeline, and allocating resources for the project.

Feature Development and Testing: The development team would proceed with coding the electronic input system for final exam grades. The testing phase would include functional testing, usability testing, and ensuring compatibility with the existing system.

User Acceptance Testing (UAT): I would engage faculty members and exam section staff in user acceptance testing to ensure that the new feature meets their needs and expectations. Their feedback would be valuable for fine-tuning the system.

Documentation and Training: Documentation explaining the usage of the electronic input system would be prepared for faculty members and exam section staff. Additionally, training sessions might be organized to familiarize users with the new process.

Quality Assurance and Security: Ensuring the integrity of student grades is paramount. Hence, a thorough quality assurance process, including data security checks and privacy safeguards, would be in place to prevent any unauthorized access.

Deployment and Monitoring: After successful testing and user approval, the electronic input system would be integrated into the live Examination Management System. Continuous monitoring would ensure the feature functions as expected and provides the intended benefits.

Addressing Challenges: Challenges could include user resistance, technical glitches, or data migration concerns. Transparent communication, involving users in the testing phase, and providing support for any transition-related issues would address these challenges effectively.

By following this comprehensive process, the Examination Management System would be enhanced with the electronic input system for final exam grades, leading to improved accuracy, efficiency, and user satisfaction.

**Change Request Form *(Project: Examination Management System)* *(Date: September 5, 2023)***

Request Details:

Requester Information:

Name: [Name of Requester]

Position: Exam Section Coordinator

Contact Information: [Email Address / Phone Number]

Change Description: Describe the change you are requesting in detail: We are requesting the addition of a feature in the Examination Management System that allows faculty members to input and manage students' final exam grades electronically.

Reason for Change: Explain the reason for this change request: The current process of collecting and managing final exam grades manually is time-consuming and error-prone. We believe an electronic input system will streamline the process and reduce administrative burden.

Impact Assessment:

Affected Area(s):

User Interface

Database Structure

Reporting Module

Expected Benefits: Describe the benefits that you anticipate from implementing this change: The electronic input system for final exam grades will enhance accuracy, reduce paperwork, and provide real-time access to grades for both students and faculty members.

Implementation Details:

Priority:

Low

Medium

High

Timeline: Desired implementation date: December 15, 2023

Technical Feasibility: Briefly explain if you believe this change is technically feasible: We believe this change is feasible as it involves enhancing the user interface for faculty members and integrating with the existing database system.

Resources Required: Outline any specific resources (e.g., development team, testing tools) needed for implementing this change:

Development team for feature implementation

Testing team for quality assurance

Project Team Review:

Project Team Comments: No additional comments at this time.

Change Request Review and Approval:

Change Reviewer: [Name of Reviewer]

Review Date: [Review Date]

Change Approved:

Approved

Approved with Modifications

Rejected

Reviewer Comments: The requested change aligns with our objective to modernize administrative processes and improve efficiency.

Change Implementation Plan:

Plan Overview: The development team will work on enhancing the user interface to facilitate electronic input of final exam grades by faculty members. Testing will include functional testing and user acceptance testing.

Plan Approval:

Approved

Requires Further Discussion

Rejected

Plan Approver: [Name of Approver] [Approver's Signature] [Date]

Additional Notes:

Additional Notes: We need to ensure that the new feature maintains data security and that faculty members are trained to use the electronic input system effectively.