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**Implementation of the Change Control Practice**

You have decided to implement the Change Control practice in your company. This process will be applied to the development and maintenance process of the applications that your company uses and the technological infrastructure that supports them.

**The work team of the Systems Development and Maintenance area currently includes a Systems Manager, 18 programmers, 6 analysts and 4 project managers.**

**For its part, the technical support area has a Systems Support and Production Manager, an IT Architect, a Database administrator, a network administrator, a Windows server administrator and the Service Desk administrator, who operates with 8 support analysts. This team is responsible for providing IT services to the organization and ensuring their continuity and performance.**

The company has three large information systems: Operations, Finance and Commercial-Clients. The Operations system has several modules: production, logistics, sales, engineering and security. The Finance system, in turn, has the Treasury, Collections, Investments and Accounting modules. The Commercial-Clients system handles the Clients and Sales modules. Each module of these systems has in turn a series of programs.

Although the organization is aware of the need to implement change control, the User Managements have expressed their concern that it may cause delays in the implementation of new technological services or the improvement of existing ones. For example, it is especially important that the implementation of commercial campaigns at the Sales web module has to be done soon. These campaigns usually require small configuration changes in the sales module, which imply a low risk.

It is requested:

1. Based on the information obtained and the assumptions that you consider reasonable to assume, make a list of attributes that a configuration item should have for this implementation.
2. Suggest the design that should have the format of the RFC to use.