

**Who**

*Write down who will be impacted by the change (e.g. people in Procurement, specifically those using software X).*



**Why**

*Let people know briefly why the change is occurring. What’s in it for them and what’s in it for the business. Answer why are we doing this?*



**What**

*Specify what the change is about. Keep it short and to the point (e.g. new mobile devices will now have the antivirus XZY installed).*



**How**

*Briefly explain how the change will occur. For example, we will migrate users to the new system in batches. People will be notified about status pre. During and post migration.*



**What if I need help?**

*No worries, we’re here to help! If you need further assistance, please contact XYZ on ext. XXXX. Note replace orange text with your own text and change it to black instead of orange & apply our own branding to this doc (logos, etc.)*



**When**

*Describe when the change will occur (e.g. The process will begin on July 20th YYYY as new mobile devices are delivered to staff members across the business).*



**Impact**

*List out impact to users (if any). For example, there will be an outage of half an hour from 9-9.30am or there won’t be an outage because the change will occur during non-business hours (zero impact).*