

1. Justification

- **Clearly mention why the change is being made and its benefits.**
 - **Specify who is responsible (team or individuals).**
 - **Identify dependencies (related CRs or affected systems).**
 - **Mention if any reboots, restarts, or pod recycle is required.**
 - **State the expected benefits of the change.**
 - **List any resources required (hardware/software/assets).**
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2. Implementation Plan

- **Document step-by-step instructions for executing the change.**
 - **Ensure it covers:**
 - **Pre-checks before implementation.**
 - **Execution steps with commands (if applicable).**
 - **Post-validation steps to confirm success.**
 - **If the implementation is complex, attach a detailed document and provide a summary in this field.**
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3. Risk and Impact Analysis

- **Identify potential business/user impact if the change fails.**
- **Describe mitigation steps to reduce risks.**
- **Confirm if Helpdesk needs to be notified.**
- **Mention which teams will be involved in case of rollback.**
- **Ensure monitoring is in place before/during/after the change.**
- **Confirm whether the change follows the approved implementation window.**

- Define whether the change is an enhancement, bug fix, decommission, or new setup.
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4. Backout Plan (Recovery Method)

- Clearly define steps to revert to the previous state if the change fails.
 - Example:
 - Restore from backup.
 - Rollback to the previous configuration.
 - Restart services.
 - Validate the rollback.
 - If a detailed recovery plan is attached, provide a high-level overview in this field.
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5. Lower Environment Test Plan & Results

- Mention where the change was tested (Dev, QA, Staging).
 - Describe what was tested and results obtained.
 - If testing couldn't be performed, explain why.
 - If test results are stored in Jira, qTest, or a shared document, provide summary + link.
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6. Validation Plan

- Describe how the change will be validated post-implementation.
- Mention who is responsible for validation (Tech team, Business users, etc.).

- If external teams are responsible for validation, reference their tasks or tracking system (Jira, qTest, etc.).
 - If validation involves logs, dashboards, or automated scripts, mention them.
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7. Scheduling & Approvals

- Define start & end date/time for execution.
 - Ensure approvals from the Business Approver, Director, and GP/Sr Director are in place.
 - Confirm if CAB review is required.
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