Change Requests (CRQs) exist to keep a log of changes to production systems for auditing purposes. The typical CRQ shows what was changed (playbook), how it was changed (implementation plan) and how a change was tested before release (evidence of testing).

Automated CRQs do not change the core purpose of a CRQs which is to document a change. Automated CRQs are part of the CI/CD process and the move towards smaller more frequent releases.

**Basic Usage**

1. Collect documents needed for your change.
   * **Playbook** - The changes which are part of your release.
   * **Implementation Plan** - Automated CRQs can only be done with automated deployment pipelines. Your implementation plan should remain consistent between releases.
   * **Evidence of Testing** - Document your testing plan. For an automated CRQ you will have a shared location in Confluence which your CRQ template refers to.
2. Trigger your pipeline. Your pipeline will create your CRQ.
3. Request approval from your change manager.
4. Once approved your CRQ will move to implementation in progress and your deployment pipeline will start.
5. Manually verify your change was successful.
6. Close your CRQ.

Diagram

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**Multi-Application Deployments**

1. Collect documents needed for your change.
   * **Playbook** - The changes which are part of your release.
   * **Implementation Plan** - Automated CRQs can only be done with automated deployment pipelines. Your implementation plan should remain consistent between releases.
   * **Evidence of Testing** - Document your testing plan. For an automated CRQ you will have a shared location in Confluence which your CRQ template refers to.
2. Trigger your first pipeline. Your pipeline will create your CRQ.
3. Request approval from your change manager.
4. Once approved your CRQ will move to implementation in progress and your deployment pipeline will start.
5. Manually verify your change was successful.
6. Trigger your next pipeline. Your pipeline will create your CRQ.
7. Request approval from your change manager.
8. Once approved your CRQ will move to implementation in progress and your deployment pipeline will start.
9. Manually verify your change was successful.
10. Close all of your CRQs.

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**Delayed Deployments**

1. Collect documents needed for your change.
   * **Playbook** - The changes which are part of your release.
   * **Implementation Plan** - Automated CRQs can only be done with automated deployment pipelines. Your implementation plan should remain consistent between releases.
   * **Evidence of Testing** - Document your testing plan. For an automated CRQ you will have a shared location in Confluence which your CRQ template refers to.
2. Trigger your pipeline. Your pipeline will create your CRQ.
3. Manually edit your CRQ to the desired release time.
4. Request approval from your change manager.
5. Once approved your CRQ will move to implementation in progress. Your deployment pipeline will start at your scheduled time.
6. Manually verify your change was successful.
7. Close your CRQ.

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