

Global IT Change Management Application

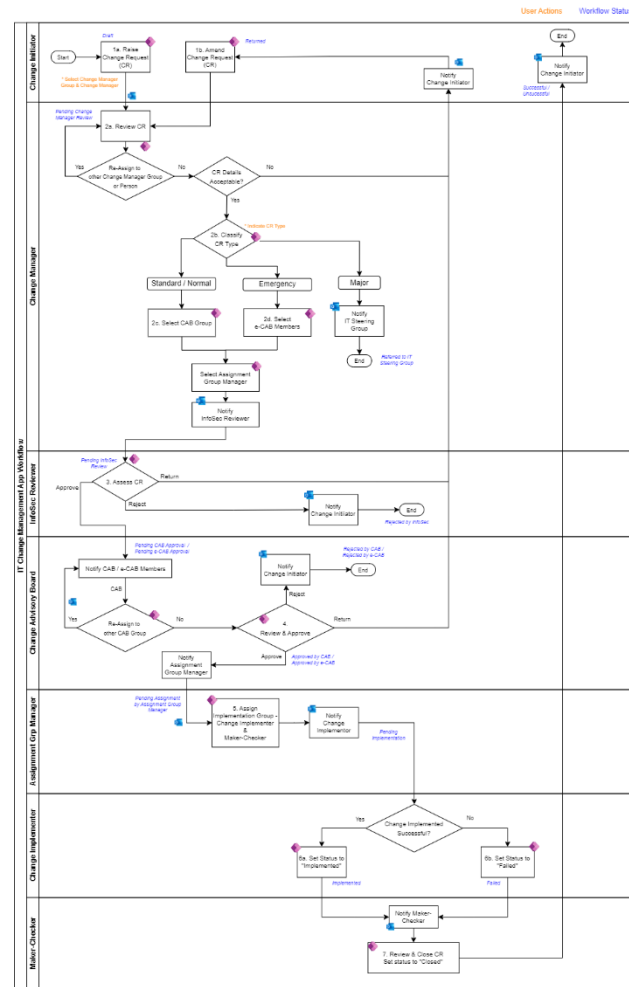
User Guide



Overview

- New workflow application built and deployed on Microsoft Power Apps, to replace legacy CA Service Desk platform for handling of IT Change Requests (CR)
- Standardized UI and workflow system to submit, review, approve and implement IT Change Requests through a Change Advisory Board (CAB) process and be acceptable for TISAX certification
- Accessible to IT users globally
 - Standard O365 accounts can access this Power App through **MS Edge or Chrome browser** (require Internet access)
- Business Owner: InfraOps | IT Architect / Developer: Enterprise Applications (Addison Bain)

System Process Flow



User Roles

Normal users submitting, approving and processing Change Requests (CR)

• Users

- Home Screen
- Change Initiator – Raise CR
- Change Manager – Assess & Classify CR
- Information Security Reviewer
- CAB / Emergency CAB Approval
- Assignment Group Manager – Assign Change Implementator & Maker-Checker (Reviewer)
- Change Implementator – Provide Implementation Outcome
- Maker-Checker – Review Change & Close CR



Email notifications will originate from *ServiceDeskNoReply* mailbox

Special administrator privilege to perform system configurations
[See Annex]

• System Admin

- View All CRs
- Configure Change Managers
- Configure Information Security Team
- Configure Change Advisory Boards
- Configure Implementation Groups
- Configure CR Input Templates
- Configure System Administrators

Home Screen

IT Change Request Management

My Open Requests

Assigned To Me

My Completed Requests

Use Template

Create New Request

Search by ID, Summary, System/Application or Initiator

ID	Status	Category	System / Application	Summary	Change Initiator	Change Manager	Last Updated
000016	Draft						11/12/2023 9:42 PM
000001	Pending Change Manager Review	Web	Test Request		JE PowerUser2	Global - Data Analytics & Applications - Addison Bain	11/8/2023 10:49 AM
000012	Pending Change Manager Review	Notes	Test by Addison		RecharJ Li	Global - Data Analytics & Applications - Addison Bain	11/10/2023 3:37 PM

beta 1.1

- **My Open Requests:** Active CRs submitted by user as Creator or Initiator
- **Assigned To Me:** Active CRs pending user to review or approve
- **My Completed Requests:** Previously raised CRs by user that have been completed

Create New Request – Creates a new CR from scratch

Use Template – Select one of the templates to pre-fill a new CR

Select Change Request Template					
Change Request Summary	Description	Category	System / Application Modification Type	Created	Last Modified
Standard Change - Network - China Telecom Premium Internet (Asia Pacific usage)	1) Subnet - add / change / delete 2) Whitelisting - add / change / delete 3) ...	Standard	Networking Change Setup	Addison Bain 11/7/2023 6:08 PM	Addison Bain 11/7/2023 6:08 PM
Standard Change - Network - DNS	1) DNS record add / change / delete 2) Others, please specify change details	Standard	Networking Change Setup	Addison Bain 11/7/2023 6:08 PM	Addison Bain 11/7/2023 6:08 PM
Standard Change - Network - Static Route - add / change / delete	1) Static Route - add / change / delete 2) Cost - add / change / delete 3) Subnet - add / change / delete	Standard	Networking Change Setup	Addison Bain 11/7/2023 6:08 PM	Addison Bain 11/7/2023 6:08 PM
Standard Change - Network - SPOWNS / network changes	1) IPsec tunnel - add / change / delete 2) Allow to affix between utm and specific IP	Standard	Networking Change Setup	Addison Bain 11/7/2023 6:08 PM	Addison Bain 11/7/2023 6:08 PM
Standard Change - Network - UTM / Firewall	1) Domain names - add / change / delete 2) DA tunnel - add / change / delete	Standard	Networking Change Setup	Addison Bain 11/7/2023 6:08 PM	Addison Bain 11/7/2023 6:08 PM
Standard Change - Network - Web Protection Suite / ZScaler	1) Domain names - add / change / delete 2) DA tunnel - add / change / delete	Standard	Networking Change Setup	Addison Bain 11/7/2023 6:08 PM	Addison Bain 11/7/2023 6:08 PM

i User (Requestor) can only delete a CR if it is in 'Draft' status; a pop-box box will appear with 'Confirm' and 'Cancel' options.

Change Request kept in "Draft" status will be deleted automatically from the system after 14 calendar days if not submitted

"Completed" Change Request tickets will be archived automatically from the system after 30 calendar days from date of completion

To select an existing record in your home screen:

- **View** - if no action required by user at current stage
- **Edit** - if pending action by user at current stage



Change Initiator – Raise CR

“Submit” button will be enabled if all **required fields** * are filled

- Change Request Summary
- Description
- Initiator (default selection is the creator)
- System / Application
- Change Manager If you are unsure if
- Reason for Change / Details
- Need by Date

The other fields are optional, and can be filled up by the Change Manager at next stage

User must select a Change Manager using the custom-designed picker, first by choosing the relevant Region and then the appropriate user account from the list.

Validation Rule: Change Manager must be different from Change Initiator

NEW

Note to Change Initiator / Change Manager

If you are unsure of what to fill up for the Implementation and/or Backout plan, you can select a Change Implementer and notify the person to add inputs to the details.

The Initiator and Change Manager remain responsible for reviewing the details in the request form, before submitting it for approval.

100%

Change Details *	Implementation *	Information Security *	Change Advisory Board *	Audit Log
Assignment Group Manager * <input type="text" value="Addison Bain"/>	Scheduled Start Date <input type="text"/>	Implementation Plan * <input type="text" value="This is the implementation plan"/>	Implementation Outcome 	
Change Implementer 	Scheduled Completion Date <input type="text"/>	Backout Plan * <input type="text" value="These are the backout actions"/>	Remarks <input type="text" value="Provide post-implementation review remarks. Describe the actual change implemented or any follow-up action needed."/>	
Maker-Checker 	Actual Completion Date <input type="text"/>			

- Category
- Potential Impact

- Implementation – Assignment Group Manager
- Implementation – Implementation Plan
- Implementation – Backout Plan

- Information Security – Selection of Information Security Reviewer

- Change Advisory Board – Selection of CAB

Validation Rule: Change Manager must be different from Change Initiator

Note to Change Initiator / Change Manager

If you are unsure of what to fill up for the Implementation and/or Backout plan, you can select a Change Implementer and notify the person to add inputs to the details.

The Initiator and Change Manager remain responsible for reviewing the details in the request form, before submitting it for approval.

Implementation Plan	Notify Implementer	
Provide details for change implementation		
Backout Plan		
Provide details of backout plan or rollback actions		

Information Security Reviewer – Accept or Reject

The screenshot displays the 'IT Change Request Management' interface for Change Request 000025. At the top, a workflow diagram shows the process from 'Raise Change Request' to 'Completed', with current steps 'Information Security Review' and 'Change Advisory Board Review' highlighted. Below the workflow, a toolbar contains buttons for 'Return CR', 'Reject', 'Accept', 'Save', and 'Cancel'. The main form is divided into several sections: 'Change Request Summary' with fields for 'CR Summary Test' and 'Description'; 'Status' set to 'Pending InfoSec Review'; 'Creator' as 'Addison Bain'; 'Initiator' as 'JE PowerUser1'; 'System / Application' as 'Web'; 'Modification Type' as 'Change Setup'; 'Change Manager' as 'Addison Bain'; and 'Category' as 'Standard'. A tabbed interface at the bottom shows 'Change Details', 'Implementation', 'Information Security *' (active), 'Change Advisory Board', and 'Audit Log'. The 'Information Security *' tab contains a dropdown for 'Information Security Reviewer' (set to 'JE PowerUser2'), an 'Assessed By' field (also 'JE PowerUser2'), and a large text area for 'Security Assessment' with placeholder text.

“Accept” or “Reject” button will only be enabled if all **required fields *** are filled up, in particular:

- Information Security Reviewer
- Security Assessment

Accept -> Send to CAB / E-CAB for approval

Reject-> Reject and terminate the request

Return CR -> Return the request back to the Initiator / Creator

If you change the Information Security Reviewer name in the drop-down selection, you can **re-assign** the request to another reviewer.

Validation Rule: InfoSec Reviewer must be different from Change Initiator

CAB / E-CAB Approval – Approve or Reject

The screenshot displays the 'IT Change Request Management' interface for Change Request 000025. At the top, a navigation bar includes buttons for 'Return CR', 'Reject', 'Approve', 'Save', and 'Cancel'. Below this is a workflow diagram with steps: 'Raise Change Request' (JE PowerUser1), 'Assess and Classify CR' (Addison Bain), 'Information Security Review' (JE PowerUser2), 'Change Advisory Board Review' (Test CAB), 'Change Advisory Board Reviewed' (Test CAB), 'Pending Assignment' (Addison Bain), 'Pending Implementation' (Addison Bain), 'Review Change' (Addison Bain), and 'Completed' (Addison Bain). The main form is divided into sections: 'Change Request Summary' (Status: Pending CAB Approval, System / Application: Web, Change Manager: Addison Bain), 'Description' (CR Summary Description), 'Initiator' (JE PowerUser1), 'Modification Type' (Change Setup), and 'Category' (Standard). Below these are tabs for 'Change Details', 'Implementation', 'Information Security', 'Change Advisory Board', and 'Audit Log'. The 'Change Advisory Board' tab is active, showing a 'Select Change Advisory Board' dropdown set to 'Test CAB', a 'CAB Review (First to Approve / Reject)' table, and a 'CAB Remarks' text area.

CAB Review (First to Approve / Reject)	
Addison Bain addison.bain@johnsonnuclear.com	Not Eligible for CAB
JE PowerUser1 jp.poweruser1@johnsonnuclear.com	Not Eligible for CAB
JE PowerUser2 jp.poweruser2@johnsonnuclear.com	Pending

“Approve” or “Reject” button will be only be enabled if all **required fields *** are filled up, in particular:

- Change Advisory Board
- CAB Remarks

Return CR will return the request back to the Initiator / Creator

If you change the selection of the Change Advisory Board in the drop-down selection, you can **re-assign** the request to another reviewer.

Any one member in the designated CAB/e-CAB group can approve or reject the CR on behalf of the entire CAB/e-CAB group, subject to the rule below:

Validation Rule: CAB Approver (i.e., the user who clicks on Approve or Reject button) must be different from Initiator & Change Manager

Assignment Group Manager – Assign Change Implementator

The screenshot displays the 'IT Change Request Management' interface. A modal window titled 'Select Change Implementer' is open, allowing users to assign a change implementer. The modal includes a dropdown for 'Select Implementation Group' with 'APACApps.WorkflowApps' selected. Below this, a list of users is shown under the heading 'Change Implementer (Select One) *'. The users listed are Addison Bain, Richard J. Li, and Lucifier J. Li, each with their email and a group identifier (APAC-HSG-SciencePark, APAC-CHN-106, and APAC-CHN-106 respectively). At the bottom of the modal are 'Select' and 'Cancel' buttons. The background shows the 'Change Request Summary' and 'Assignment Group Manager' sections of the main interface.

“Submit” button will only be enabled if all **required fields *** are filled up, in particular:

- Change Implementer
- Maker-Checker

User must select a Change Implementer and Maker-Checker using the custom-designed picker

1. Search for the appropriate group
2. Pick the appropriate user account for the displayed group

Validation Rule: Selected Change Implementer person must be different from the selected Maker-Checker person

Change Implementator – Provide Implementation Outcome

The screenshot displays the 'IT Change Request Management' interface for Change Request 000025. At the top, a progress bar shows the workflow: Raise Change Request (JE PowerUser1), Assess and Classify CR (Addison Bain), Information Security Review (JE PowerUser2), Change Advisory Board Review (JE PowerUser2), Change Advisory Board Reviewed (JE PowerUser2), Pending Assignment (Addison Bain), Pending Implementation (JE PowerUser2), Review Change (Addison Bain), and Completed. The 'Submit' button is highlighted in green, indicating it is enabled. Below the progress bar, the 'Change Request Summary' section includes fields for 'CR Summary Text', 'Description', 'Status' (Pending Implementation), 'Creator' (Addison Bain), 'Initiator' (JE PowerUser1), 'System / Application' (Web), 'Modification Type' (Change Setup), 'ITPM Ref', 'BSR Ref', 'CA Ref', 'Change Manager' (Addison Bain), and 'Category' (Standard). The 'Implementation' tab is selected, showing the 'Assignment Group Manager' (Addison Bain), 'Change Implementer' (JE PowerUser2), and 'Maker-Checker' (Addison Bain). The 'Implementation Plan' section includes 'Scheduled Start Date' (11/13/2023), 'Scheduled Completion Date' (11/16/2023), 'Actual Completion Date' (11/15/2023), and 'Implementation Outcome' (Implemented). The 'Remarks' field contains the text: 'Provide post-implementation review remarks. Describe the actual change implemented or any follow-up action needed.'

“Submit” button will only be enabled if all **required fields *** are filled up:

- Scheduled Start Date
- Scheduled Completion Date
- Actual Completion Date
- Implementation Outcome – Implemented or Failed

Return CR will return the request back to the Assignment Manager

User can change the Maker-Checker using the custom selector:

1. Search for the appropriate group
2. Pick the appropriate user account for the displayed group

Validation Rule: Selected Maker-Checker person must be different from the Change Implementer

Maker Checker – Review Change & Close CR

The screenshot displays the 'IT Change Request Management' interface for Change Request 000025. The workflow progress bar at the top shows stages from 'Raise Change Request' to 'Completed', with the current stage being 'Completed'. Below the progress bar, the form is divided into several sections:

- Change Request Summary ***: Includes a text field for 'CR Summary Test' and a larger text area for 'CR Summary Description'.
- Status**: Set to 'Implemented'.
- System / Application ***: Set to 'Web'.
- Change Manager ***: Set to 'Addison Bain'.
- Modification Type**: Set to 'Change Setup'.
- Category ***: Set to 'Standard'.
- Initiator ***: Set to 'JE PowerUser1'.
- ITPM Ref**, **BSR Ref**, and **CA Ref**: All set to 'ITPM -'.

Below the summary section, there are tabs for 'Change Details', 'Implementation *', 'Information Security', 'Change Advisory Board', and 'Audit Log'. The 'Implementation *' tab is active, showing:

- Assignment Group Manager ***: Set to 'Addison Bain'.
- Change Implementer ***: Set to 'JE PowerUser2'.
- Maker-Checker ***: Set to 'Addison Bain'.
- Scheduled Start Date ***: 11/13/2023.
- Scheduled Completion Date ***: 11/16/2023.
- Actual Completion Date ***: 11/15/2023.
- Implementation Plan**: A text area containing 'This is the Implementation plan'.
- Backout Plan**: A text area containing 'These are the backout actions'.
- Implementation Outcome ***: Set to 'Implemented'.
- Remarks**: A text area with a placeholder: 'Provide post-implementation review remarks. Describe the actual change implemented or any follow-up action needed.'

This is the final stage of the Change Request workflow.

Fill in the Post-Implementation / Remarks field if necessary.

Upon **submission**, the CR will be closed of as “Completed”, and marked as “Successful” or “Unsuccessful” status, depending on the implementation outcome.

The Change Initiator and Change Manager will be notified via email.

i “Completed” Change Request tickets will be archived automatically from the system after 30 calendar days from date of completion

Annex – System Administrator Role

Only designated users with system administrator access can manage these system configurations and settings

The image displays two screenshots of a system interface. The top screenshot is titled "IT Change Request Management" and features a navigation bar with tabs: "My Open Requests", "Assigned To Me", "My Completed Requests", "View All", and "Calendar View". A search bar is located below the tabs. To the right of the tabs are buttons for "Use Template" and "Create New Request". A gear icon and a user profile icon are in the top right corner. Annotations with arrows point to "View All CRs" (pointing to the "View All" tab), "Calendar View of Scheduled CRs" (pointing to the "Calendar View" tab), and "System Configuration" (pointing to the gear icon). The bottom screenshot is titled "System Configuration" and shows a table of system administrators. The table has columns for Region, Change Manager, Job Title, Scope, Location, Active, Created, and Last Modified. The "System Administrators" tab is selected in the top right.

IT Change Request Management

My Open Requests | Assigned To Me | My Completed Requests | **View All** | [Calendar View](#) | [Use Template](#) | [Create New Request](#)

Search by ID, Summary, System/Application or Initiator

ID ↑↓ | Status ↑↓ | Category ↑↓ | System / Application | Summary | Change Initiator | Change Manager | Last Updated

System Configuration

Change Managers | Info Security Team | Change Advisory Boards | Implementation Groups | Config Templates | **System Administrators**

Region	Change Manager	Job Title	Scope	Location	Active	Created	Last Modified
Global	Wade Hinely	Head of Global Enterprise Systems	JE MES	APAC-HKG-SciencePark	Y	11/7/2023 7:22 PM	11/7/2023 7:22 PM
Global	Rajeev Nair	Senior Manager, Enterprise Systems	JE MES	APAC-IND-Chennai	Y	11/7/2023 7:23 PM	11/7/2023 7:23 PM
Global	Griffin Lam	Head of Global IT Infrastructure Operations	InfraOps	APAC-HKG-P12	Y	11/7/2023 7:26 PM	11/7/2023 7:26 PM

Manage the configurations for:

- Change Managers
- Info Security Team
- Change Advisory Boards
- Implementation Groups
- Change Request Templates

Annex – Change Managers

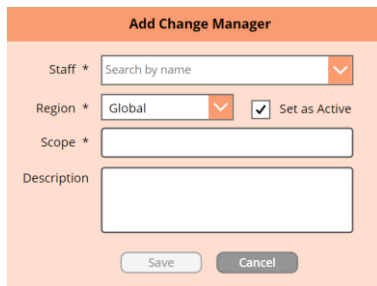


The screenshot shows the 'System Configuration' page with a tab for 'Change Managers'. Below the tabs, there is a dropdown menu set to 'Global'. The main content is a table listing Change Managers with columns for Region, Change Manager, Job Title, Scope, Location, Active, Created, and Last Modified.

Region	Change Manager	Job Title	Scope	Location	Active	Created	Last Modified
Global	Kam Shun	Director, Security and Data Centre	Information Security	APAC-HKG-P12	Y	11/7/2023 7:09 PM	11/7/2023 7:09 PM
Global	Wade Hinely	Head of Global Enterprise Systems	Enterprise Systems, JE MES	APAC-HKG-SciencePark	Y	11/7/2023 7:15 PM	11/14/2023 9:51 AM
Global	Rajeev Nair	Senior Manager, Enterprise Systems	JE MES	APAC-IND-Chennai	Y	11/7/2023 7:23 PM	11/7/2023 7:23 PM
Global	Griffin Lam	Head of Global IT Infrastructure Operations	InfraOps	APAC-HKG-P12	Y	11/7/2023 7:26 PM	11/7/2023 7:26 PM
Global	Dominique Demaret	Senior Manager, IT Infrastructure Europe	InfraOps	EMEA-FRA-Hirson	Y	11/7/2023 7:26 PM	11/7/2023 7:26 PM
Global	Daniel Schmeling	Director, Information Technology	InfraOps	Springfield	Y	11/7/2023 7:27 PM	11/7/2023 7:27 PM
Global	Johnny Chan	Director, IT Infrastructure Operations	InfraOps	APAC-HKG-P12	Y	11/7/2023 7:28 PM	11/7/2023 7:28 PM

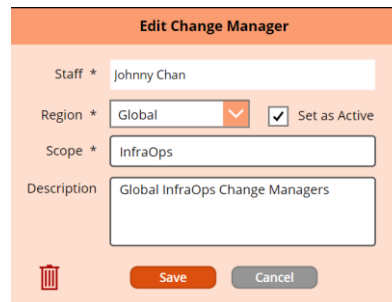
“Inactive” Change Managers will not show up in the list for selection when users are creating CRs

Add a new Change Manager



The form has an orange header 'Add Change Manager'. It contains fields for Staff (with a search icon), Region (dropdown), Scope (text input), and Description (text area). There is a checkbox 'Set as Active' and 'Save' and 'Cancel' buttons at the bottom.

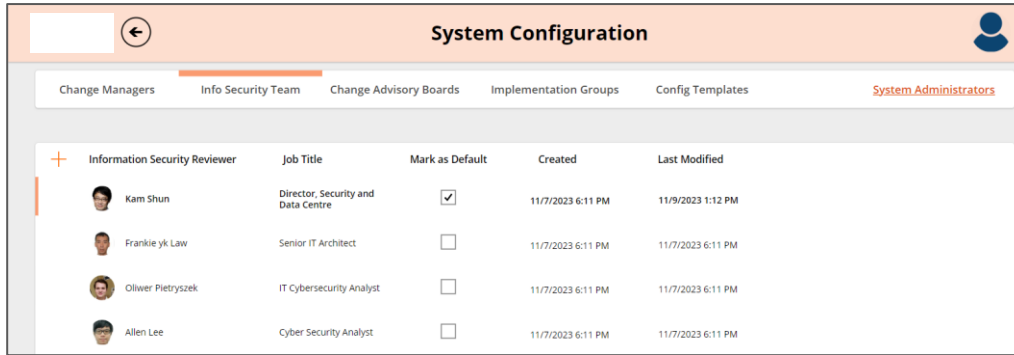
Edit existing Change Manager







The form has an orange header 'Edit Change Manager'. It contains fields for Staff (text input), Region (dropdown), Scope (text input), and Description (text area). There is a checkbox 'Set as Active', a trash icon, and 'Save' and 'Cancel' buttons at the bottom.

- Change Region
- Change Scope
- Change Description
- Remove account as Change Manager

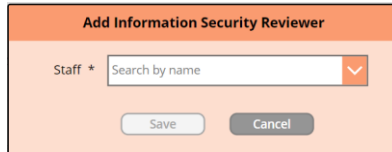
Annex – Information Security Reviewers



The screenshot shows the 'System Configuration' page with a navigation bar containing 'Change Managers', 'Info Security Team', 'Change Advisory Boards', 'Implementation Groups', 'Config Templates', and 'System Administrators'. The 'Info Security Team' tab is active. Below the navigation bar is a table of Information Security Reviewers.

	Information Security Reviewer	Job Title	Mark as Default	Created	Last Modified
	Kam Shun	Director, Security and Data Centre	<input checked="" type="checkbox"/>	11/7/2023 6:11 PM	11/9/2023 1:12 PM
	Frankie yk Law	Senior IT Architect	<input type="checkbox"/>	11/7/2023 6:11 PM	11/7/2023 6:11 PM
	Oliver Pietryszek	IT Cybersecurity Analyst	<input type="checkbox"/>	11/7/2023 6:11 PM	11/7/2023 6:11 PM
	Allen Lee	Cyber Security Analyst	<input type="checkbox"/>	11/7/2023 6:11 PM	11/7/2023 6:11 PM

Add a new InfoSec Reviewer

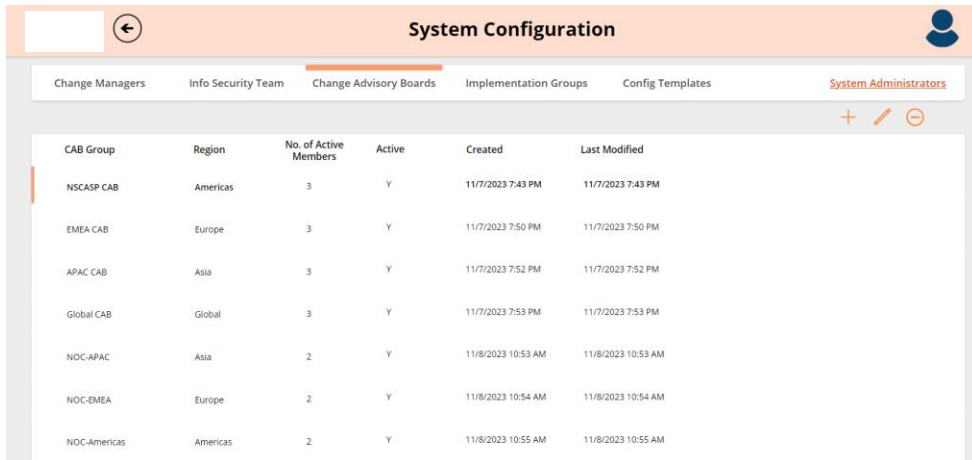


The form is titled 'Add Information Security Reviewer'. It features a 'Staff *' label followed by a search input field with the placeholder text 'Search by name' and a dropdown arrow. At the bottom of the form are two buttons: 'Save' and 'Cancel'.

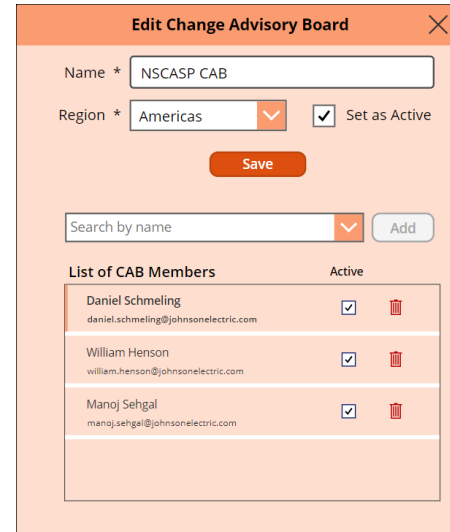
Only 1 person in the list can be marked as “Default”.

This person will be the *default* InfoSec reviewer for all Change Requests. However, Change Managers can switch the assigned InfoSec Reviewer during the CR process.

Annex – Change Advisory Boards



CAB Group	Region	No. of Active Members	Active	Created	Last Modified
NSCASP CAB	Americas	3	Y	11/7/2023 7:43 PM	11/7/2023 7:43 PM
EMEA CAB	Europe	3	Y	11/7/2023 7:50 PM	11/7/2023 7:50 PM
APAC CAB	Asia	3	Y	11/7/2023 7:52 PM	11/7/2023 7:52 PM
Global CAB	Global	3	Y	11/7/2023 7:53 PM	11/7/2023 7:53 PM
NOC-APAC	Asia	2	Y	11/8/2023 10:53 AM	11/8/2023 10:53 AM
NOC-EMEA	Europe	2	Y	11/8/2023 10:54 AM	11/8/2023 10:54 AM
NOC-Americas	Americas	2	Y	11/8/2023 10:55 AM	11/8/2023 10:55 AM



Edit Change Advisory Board



Name * NSCASP CAB

Region * Americas ☒ Set as Active

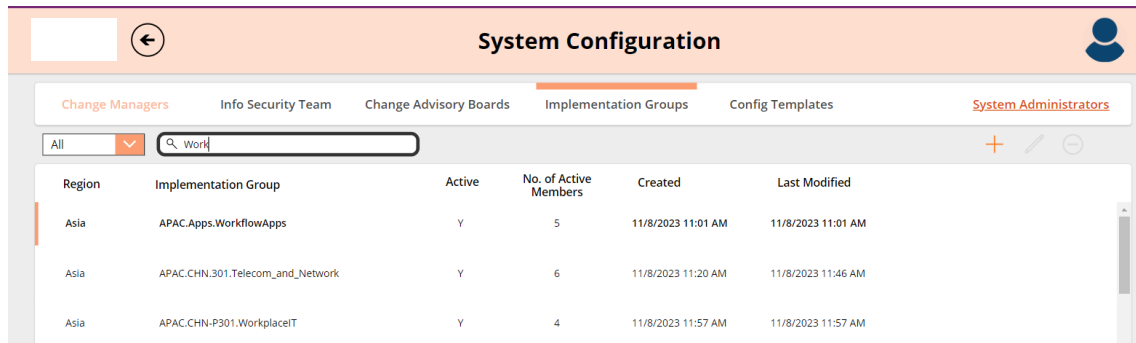
Save

Search by name **Add**

List of CAB Members	Active
Daniel Schmeling daniel.schmeling@johnsonelectric.com	<input checked="" type="checkbox"/>
William Henson william.henson@johnsonelectric.com	<input checked="" type="checkbox"/>
Manoj Sehgal manoj.sehgal@johnsonelectric.com	<input checked="" type="checkbox"/>

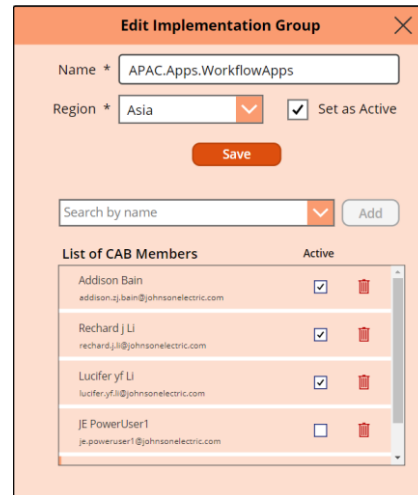
-  a) Create a new CAB group (at least 1 member needed)
-  b) Add new members or de-activate members from an existing CAB

Annex – Implementation Groups



The screenshot shows the 'System Configuration' page with a navigation bar containing 'Change Managers', 'Info Security Team', 'Change Advisory Boards', 'Implementation Groups' (selected), 'Config Templates', and 'System Administrators'. Below the navigation bar is a search bar with 'Work' entered. The main content area displays a table of Implementation Groups.



Region	Implementation Group	Active	No. of Active Members	Created	Last Modified
Asia	APAC.Apps.WorkflowApps	Y	5	11/8/2023 11:01 AM	11/8/2023 11:01 AM
Asia	APAC.CHN.301.Telecom_and_Network	Y	6	11/8/2023 11:20 AM	11/8/2023 11:46 AM
Asia	APAC.CHN-P301.WorkplaceIT	Y	4	11/8/2023 11:57 AM	11/8/2023 11:57 AM



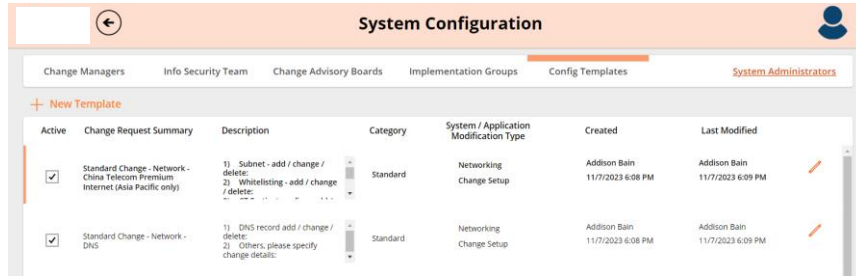
The 'Edit Implementation Group' dialog box shows the following fields and options:

- Name: APAC.Apps.WorkflowApps
- Region: Asia (dropdown menu)
- Set as Active: ☒
- Save button
- Search by name: (dropdown menu) Add button
- List of CAB Members table:

List of CAB Members	Active
Addison Bain addison.j.bain@johnsonelectric.com	<input checked="" type="checkbox"/>
Rechar J Li rechar.j.li@johnsonelectric.com	<input checked="" type="checkbox"/>
Lucifer yf Li lucifer.yf.li@johnsonelectric.com	<input checked="" type="checkbox"/>
JE PowerUser1 je.poweruser1@johnsonelectric.com	<input type="checkbox"/>

-  a) Create a new Implementation group (at least 1 member needed)
-  b) Add new members or de-activate members from an existing Implementation Group

Annex – Configure CR Templates



a) Create a new CR template



b) Edit CR templates

- Activate / De-activate template for user selection
- Modify data fields in template

Change Request Template

Save Cancel

Change Request Summary *
Standard Change - Network - China Telecom Premium Internet (Asia Pacific only)

Initiator
Search name

System / Application *
Networking

ITPM Ref
ITPM -

BSR Ref
BSR Ref

Description
1) Subnet - add / change / delete;
2) Whitelisting - add / change / delete;
3) CT Firewall policy - add / change / delete;
4) Others, please specify change details;

Change Manager

Modification Type
Change Setup

Category
Standard

Change Details | **Change Advisory Board** | **Implementation**

Reason for Change / Details
Target Implementation Time: HH:MM GMT (24 hours)
Impacted Region: Asia Pacific / Americas / Europe / Global
Impacted connections:

Potential Impact
Potential Impact

The following fields are be configured in a CR template
(those marked as * are required)

- Change Request Summary *
- Description *
- Initiator
- Change Manager
- System / Application *
- Modification Type
- Category
- ITPM Ref
- BSR Ref
- Reason for Change / Details
- Potential Impact
- Change Advisory Board Selection
- Assignment Group Manager
- Change Implementer
- Implementation Plan
- Backout Plan