**Assignment 4: Explain the change request process End to End (All steps with detailed information)**

Step 1: Create a change request.

Number will be auto generated.

Opened by will be default our name and request by can be changed to a different user if we are calling on behalf of someone else.

Next, we have category, area for change and configuration item to be filled.

Assignment group can be assigned initially. ‘Assigned to’ need not be filled.

Environment needs to be mentioned.

Short description: It will contain the subject line of the task.

Description: Contains a detailed explanation of the task

**Planning Tab**

* Justification: Explains the purpose of doing this change process.
* Implementation Plan: Approximate time and step can be mentioned.
* Risk and impact analysis: Elaborates the risk involved and impacts that might occur.
* Backout plan: A plan that documents all actions to be taken to restore a service or service component if the associated Change or Release fails or partially fails.
* Test plan: Approximate time to test the deployment and the details of testing.
* Communications: Point of contact for the task.

**Schedule Tab**

* Planned Start Date: This mentions the planned Start date of Deployment.
* Planned End Date: This mentions the planned End date of Deployment.
* Actual Start Date: This mentions the actual Start date of Deployment.
* Actual End Date: This mentions the actual Start date of Deployment.

**Conflicts Tab**

Mentions if there are and conflicting change request.

**Notes Tab:**

Keeps a track of whom the ticket was initially assigned and to whom it is transferred. Also keeps a track of the mails that are sent.

**Closure Information:**

Contains the closure code and closure notes for closing the ticket.

Closure Codes:

* Solved (Permanently)
* Solved (Workaround)
* Not Solved
* Closed/Resolved by caller.

Ctasks:

2 tasks are present.

1. Tasks before Pre-deployment
2. Tasks after Deployment.

Step 2:

Assess.

After creation, the next setup is Risk assessment. Post the next step is Assess.

The change request is assessed by the respective person.

Step 3:

Authorize.

Post assessment, the requirement will be approved by concerned team. Input data will be authorized.

Step 4:

Schedule:

After approved by concerned team and present in the icab and get the approval, the change is scheduled at a particular time. The details can be mentioned at this phase also.

Step 5:

Implement.

The scheduled change is implemented at this phase.

Step 6:

Review:

Post deployment, the change can be reviewed. All validations are also reviewed.

Step 7:

Close:

If all the changes required are done, we can close the ticket.

Step 8:

Cancel:

If there are any changes that are not required, or deployment is failed.

We must do rollback process mentioned in the Backout plan.