|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| RFC Reference no: | | RFC[00XX] | | | Emergency Change? | | | | **[Yes / No]** | | |
| Requestor | |  | | | Chang Owner | | | |  | | |
| Date of Request | |  | | | Date of Submission | | | |  | | |
| RFC Reason (Business and IT Drivers) | | | | | | | | | | | |
| [Why are we implementing the change] | | | | | | | | | | | |
| RFC Description | | | | | | | | | | | |
| [What are we changing] | | | | | | | | | | | |
| Approvers and Stake Holders | | | | | | | | | | | |
| [Include business system owners and service stake holders] | | | | | | | | | | | |
| Is there a risk to data security or privacy | | | | | | | | | | [Yes / No] | |
| [If yes give details and how the risk will be managed before, during and after the change] | | | | | | | | | | | |
| Impact Assessment (Multiply to get change score) | | | | | | | | | | | |
| **Data Classification** | **Public** (1) | |  | **Restricted** (2) | |  | **Confidential** (3) |  | | **Secret** (6) |  |
| (Highest data classification impacted) | e.g. Website or other public information | | | e.g. Dispatch data, company policies and processes, general rosters ect. | | | e.g. Patient, HR, Financial data | | | We do not have any Secret Data | |
| **Predicted Outage** | **Low** (1) | |  | **Medium** (2) | |  | **High** (3) |  | | **Extreme** (6) |  |
| (During the Change) | No interruption of service | | | Interruption of service outside of core service hours | | | Small Interruption of service inside core hours | | | Major Interruption of service inside core hours | |
| **No of Users** | **Small** (1) | |  | **Medium** (2) | |  | **Large** (3) |  | | **Huge** (6) |  |
| (Affected) | 0 to 50 Users | | | 51 to 99 Users | | | 100 to 299 Users | | | 300 + Users | |
| **Possible Risk** | **Low** (1) | |  | **Medium** (2) | |  | **High** (3) |  | | **Extreme** (6) |  |
| (To the business) | Noncritical system with workaround | | | Noncritical system with no workaround or Critical system with workaround | | | Critical system with no workaround | | | Core system used by other critical systems | |
| **Change Score** | **Minor** (1-2) | |  | **Significant** (3-12) | |  | **Major** (13-27) |  | | **Huge** (28+) |  |
| **Authorization Required** | **Business Owner or IT Manager** | | | **Business Owner +**  **IT Manager** | | | **Business Owner + IT Manager + CAO** | | | **Business Owner + IT Manager + CAO + Exec + CEO** | |
| Locations Impacted | | | | | | | | | | | |
| **Bases ACC Warehouse HO All Other** | | | | | | | | | | | |
| Requested Date and Times for RFC to be implemented | | | | | | | | | | | |
| [Include expected downtime if any] | | | | | | | | | | | |
| Risk Assessment | | | | | | | | | | | |
| [Possible risks including external risks such as 3rd party availability / offsite support] | | | | | | | | | | | |
| Resource Required: | | | | | | | | | | | |
| **Staff External Vendors/Partners Materials Tools** | | | | | | | | | | | |
| Implementation Plan with schedule | | | | | | | | | | | |
| [How are we going to change] | | | | | | | | | | | |
| Dependencies | | | | | | | | | | | |
| [What needs to be in place or working to succeed?] | | | | | | | | | | | |
| Test Plan | | | | | | | | | | | |
| [Include pre change baseline tests where relevant] | | | | | | | | | | | |
| Change Success/Fail Criteria | | | | | | | | | | | |
| [How do you know the change worked and how do you know the change has not affected a related system] | | | | | | | | | | | |
| Test Evidence | | | | | | | | | | | |
| [From Above] | | | | | | | | | | | |
| Back-out Plan (including the critical ‘Go, No-Go’ Decision Point) | | | | | | | | | | | |
| [Include timings if change is time constrained] | | | | | | | | | | | |
| Communications plan with schedule | | | | | | | | | | | |
| [Include scheduled user service outage notifications and change completion notifications] | | | | | | | | | | | |
| Change Completion Summary | | | | | | | | | | | |
| [Once implemented] | | | | | | | | | | | |
| Documentation Updates | | | | | | | | | | | |
| [Once implemented] | | | | | | | | | | | |