CHANGE REQUEST FORM

Change Description

Project Name: **Website Enhancement Project**	Change Name: Implementation of Live Chat Feature	Number: WC-001
Requested By: John Smith	**Contact:** john.smith@example.com	**Date:** May 25, 2024 7:30 am.

Description of Change:
Implement a live chat feature on the company website to improve customer support and engagement.

Reason for Change:
To provide real-time assistance to website visitors, enhance customer satisfaction, and increase sales conversions

Priority [Circle One]: 1. High   2. Medium   3. Low   Medium

Impact on Deliverables:
The implementation of the live chat feature will enhance customer support capabilities and improve user experience on the website.

Impact of Not Responding to Change (and Reason Why):
Failure to implement the live chat feature may result in missed opportunities to address customer inquiries promptly, leading to potential dissatisfaction and loss of sales.

Date Needed: June 10, 2024	**Approval of Request:** Accepted	**Date:** May 28, 2024

Change Impact

Tasks/Scope Affected:

- Development and integration of live chat functionality
- Training for customer support team on live chat usage

Cost Evaluation:
Minimal additional cost for development and integration of the feature.

Risk Evaluation:
Low risk associated with the implementation, as the technology is widely used and supported

Quality Evaluation:
The live chat feature will enhance the quality of customer service by providing immediate assistance to website visitors.

Additional Resources:

- Developer for integration
- Training materials for support team

Duration:
Approximately 2 weeks for development and testing.
Additional Effort:
Regular monitoring and management of live chat interactions.
Impact on Deadline:
Implementation of the live chat feature will not impact project deadlines.
Alternative and Recommendations:
Consideration of alternative live chat platforms and customization options.
Comments:
The live chat feature will be an essential addition to our website to improve customer engagement and support.

Sign Offs	
[Circle One]: 1. Accepted 2. Deferred 3. Rejected 4. More Info Requested Accepted	
Comments:	
Project Manager Signature:	**Date:**
Decision Maker Signature:	**Date:**

CHANGE REQUEST FORM

Change Description		
Project Name: Network Security Enhancement	**Change Name:** Firewall Configuration Update	**Number:** NS-2024-005

Requested By: Emily Johnson	**Contact:** emily.johnson@example.com	**Date:** May 20, 2024 8:30 am.

Description of Change: Update firewall configurations to enhance network security and mitigate potential cyber threats.
Reason for Change: Recent security audit identified vulnerabilities in current firewall configurations that need to be addressed to strengthen the organization's cybersecurity posture.
Priority [Circle One]: 1. High   2. Medium   3. Low   High
Impact on Deliverables: Improved network security and reduced risk of cyber attacks.
Impact of Not Responding to Change (and Reason Why): Failure to implement the change may leave the network vulnerable to exploitation by cyber threats, leading to data breaches and potential financial losses.

Date Needed: June 1, 2024	**Approval of Request:** Accepted	**Date:** May 21, 2024

Change Impact
Tasks/Scope Affected: Firewall configuration settings, network traffic monitoring
Cost Evaluation: Estimated cost: $3,000 for additional security tools and software licenses
Risk Evaluation: High risk if vulnerabilities are not addressed promptly
Quality Evaluation: Expected to enhance the overall security posture of the network
Additional Resources: Additional security personnel may be required for monitoring and management
Duration: Estimated implementation time: 1 week
Additional Effort: Requires thorough testing and validation of new configurations
Impact on Deadline: Minimal impact on project deadlines
Alternative and Recommendations: Consider implementing additional security measures such as intrusion detection systems (IDS) or security information and event management (SIEM) solutions
Comments: Regular monitoring and updates of firewall configurations are recommended to adapt to evolving cyber threats.

Sign Offs	
[Circle One]: 1. Accepted 2. Deferred 3. Rejected 4. More Info Requested Accepted	
Comments:	
Project Manager Signature:	**Date:**
Decision Maker Signature:	**Date:**

CHANGE REQUEST FORM

Change Description

Project Name:	Change Name:	Number:
Access Control Enhancement	Role-Based Access Control Implementation	AC-2024-012

Requested By: David Smith	**Contact:** david.smith@example.com	**Date:** June 5, 2024

Description of Change:
Implement role-based access control (RBAC) to improve data security and ensure proper authorization levels for users accessing sensitive information

Reason for Change:
Recent security incidents highlighted weaknesses in the current access control system, necessitating the implementation of RBAC to enhance data protection and regulatory compliance.

Priority [Circle One]: 1. High   2. Medium   3. Low   High

Impact on Deliverables: Strengthened data security, reduced risk of unauthorized access, improved compliance with regulatory requirements.

Impact of Not Responding to Change (and Reason Why):
Failure to implement RBAC may result in unauthorized access to sensitive data, leading to data breaches, regulatory penalties, and reputational damage.

Date Needed: June 30, 2024	**Approval of Request:** Accepted	**Date:** June 5, 2024

Change Impact

Tasks/Scope Affected:
User access management, permissions configuration

Cost Evaluation:
Estimated cost: $5,000 for RBAC software licenses and implementation services

Risk Evaluation: High risk of data breaches and non-compliance without proper access controls

Quality Evaluation: Expected to enhance data security and access control mechanisms

Additional Resources: Training sessions for IT staff and end-users on RBAC implementation and usage

Duration: Estimated implementation time: 2 weeks

Additional Effort: Collaboration with department heads to define roles and permissions

Impact on Deadline: Minimal impact on project deadlines

Alternative and Recommendations: Consider implementing multi-factor authentication (MFA) in conjunction with RBAC for enhanced security.
Comments: RBAC implementation should be followed by regular access reviews and audits to ensure continued effectiveness.

Sign Offs	
[Circle One]: 1. Accepted 2. Deferred 3. Rejected 4. More Info Requested Accepted	
Comments:	
Project Manager Signature:	**Date:**
Decision Maker Signature:	**Date:**