Aston Technologies

Change Management Request Form

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| Change Description/ Change Request Filename: | | | | | | | | |
| Change Request No.: | | | Project: IP SLA Change | | | | | |
| Requested by: | | |  | | | Date: | | 6/24/2025 |
| Department/ location | | | IT Department | | | Telephone: | | 111-111-1111 |
| Description of the change: to create configurations on the edge router so that if ISP 1 fails, the edge router automatically uses ISP 2. | | | | | | | | |
| Change needed by (date): 7/1/2025 | | | | | | | | |
| Reason for the change: new backup ISP was installed in one of our branch offices, so automatic failover should be established for redundancy. | | | | | | | | |
| Requestor Sign off: | | | | | | | | |
| Approval of Request: | | | | | | | | |
| Change Impact Evaluation | | | | | | | | |
| Change Type |  | Application | |  | Database | | | |
|  | Hardware | |  | Procedures | | | |
| X | Network | |  | Security | | | |
|  | Operating  System/Utilities | | X | Schedule Outage | | | |
| Change  Priority |  | Urgent | | Change Impact | X | | Minor | |
|  | High | |  | | Medium | |
| X | Medium | |  | | Major | |
|  | Low | |  | | | |
| Environment(s) Impacted: edge router configs | | | | | | | | |
| Resource requirements: (personnel, h/w, s/w )  Login information for the edge router. | | | | | | | | |
| Test Plan Description:  During a scheduled outage, momentarily shutdown the port connected to ISP 1 to test the automatic failover. | | | | | | | | |
| Rollback Description:  Change the static route to ISP 1 to no longer track the IP SLA reachability of ISP 1. | | | | | | | | |
| Change Approval or Rejection | | | | | | | | |
| Change Request Status Accepted Rejected | | | | | | | | |
| Comments: | | | | | | | | |
| Change scheduled for (date): | | | | | | | | |
| Implementation assigned to (names): | | | | | | | | |
| Change Control Committee  Sign off: | | | | | | | | |