ITIL – An example schedule of change

The document's intent is to provide an example of a Forward Schedule of Change (FSC).

In order to facilitate the change management process, the Change Manager should be able to coordinate the production and distribution of a Forward Schedule of Change and the Projected Service Availability (PSA) document.

Changes that have been approved for implementation will be listed in the FSC along with their proposed implementation dates. The PSA will be a component of the FSC and contain details of those changes to the agreed Service Level Agreements and service availability resulting from the planned changes and required maintenance.

As the Forward Schedule of Change is an important part of the communication element of the change process it is advisable that it be published via the organisation's intranet.

The Forward Schedule of Change

The following table provides a template for a change schedule.

RFC #	This is the change number (Request For Change (RFC)). This will be allocated either manually by the Change Manager or automatically by an IT service management tool.
Chg category	This defines the category for the change. For example: server, MAC, software install, network, telecomms etc.
Description	A brief description of the RFC will be listed.
Phase	Shows the current phase of the listed changes. For example, assessment, build, testing, implementing etc.
Approval status	This column shows the current approval status of the change. For example, pending approval, approved, under review, etc.
Risk level	The risk level will indicate the risk of the change to the business. A high risk would indicate that the change, if unsuccessful, will impact immensely on the organisation itself.
Priority	Priority is used to sort out which changes will occur first. This will be a constant changing value, especially as the needs of the business may change.
Initiated by	Shows who actually requested the change originally.
Outage required	Indicates if the change will require an outage.
# of tasks	As some changes are quite complex, there would be a need to understand the amount of activities that would occur as a result. These are called tasks.
Planned start date	The planned start date for starting the change.
Planned end date	The expected end date for the change.
Release date	The actual day that the change will be released into the IT infrastructure.

The following table is a sample template for a Forward Schedule of Change

RFC #	Chg category	Description	Phase	Approval status	Risk level	Priority	Initiated by	Outage required	# of tasks	Planned start date	Planned end date	Release date
RFC653	Software		Initial	Pending	High	High	R. Smith	No	2	10/25/09	10/26/09	10/26/09
RFC654	Hardware		Closure	Approved	Low	Low	B. Jones	Yes	3	10/25/09	10/25/09	10/25/09
RFC655	Server		Test	Review	High	High	A. Thom	Yes	5	10/10/09	10/11/09	10/11/09
RFC657	New Site		Test	Review	Low	Medium	R. Price	No	10	10/05/09	10/29/09	10/27/09