

# CHANGE REQUEST TYPES

A change request is required **EVERY** time a change needs to be made to the Stage or Production environments.



## EMERGENCY

- ✓ Used for unplanned changes when reacting to or proactively fixing an issue in the current environment.
- ✓ Doesn't follow typical Change Request process but is reviewed by Change Advisory Board (CAB) after deployment.

## NORMAL

- ✓ Categorized by risk and used to request a one-time change to the Stage or Production environments.
- ✓ Follows the complete Change Management process, requiring peer, leader, and CAB approvals.



## STANDARD

- ✓ Low-risk, pre-authorized, regularly-scheduled change with a cadence and history of successfully deploys.
- ✓ Created in ServiceNow and is reviewed by the CAB to be granted a one-time approval.

## INFORMATIONAL

- ✓ Tracks vendor changes created by the Service Desk or any IT team assisting with vendor changes.
- ✓ Used to inform UWM that a vendor is making a change that may impact the business.



**For further information:**

[Change Management KB Page](#)  
[Change Management Teams Channel](#)  
[Performance Teams Channel](#)

**Or, email the Change Management Team at [change\\_mgmt@uwm.com](mailto:change_mgmt@uwm.com)**