Change Management Template

Date: _____

Category Name: _____

Area/Department: _____

Contact/Liaison: _____

Approvers

Approvers are related to the category. Who are the staff members that control or must be aware of what changes are being made to the environment.

1. _____

2. _____

3. _____

Staff Members and Group Name

Who are the members of your group? Is there an established name already in Service Center?

Group Name: _____

Staff Member	**JHED Id**
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____

Products

Products are related to the category. What Products/applications/hardware is your area responsible for?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

Category Specific Fields

Each Category has a specific tab for information related to that category. What information do you wish to capture for each change of your environment?

Some Examples are: Version, Testers, Maintenance Level, Upgrade Type, IPL Required, Domain Name, Subnet Name, Type of Change, Building, Floor, Hospital or JHU Change.

What are the fields specific to your organization you would like to trend or capture?

1. _____

_____

2. _____

_____

3. _____

_____

4. _____

_____

5. _____

_____

Go Live Date: _____

Training Dates: _____

Example of a Change Request

General Info Tab

All Change requests follow the same format, using the same formatted tabs. Only the category tab is different.

Here is an example of a category specific tab.

Description

The description tab is the same for any type of change.

The Short Description is used for reporting, while the long description should contain all details.

Approvals

The approvals tab will show who is required to approve the request and move to next phase. The approvals will show once the request is opened. Approval log will show previous approvals for the request.

Justification/Backout Tab

Internal Audit requires these fields for every change. Justification should show why the change is being made, or requested by whom. The backout method should reflect how to remove the change request, once completed. The impact field is needed for the weekly change committee meeting to assess if the change could impact other systems or applications.

Notify/Attachment

The notify tab is a place to store those who have been notified of the pending change. It is not a required field unless the category of the change is Network Communications.

Closing Comments

After the request has been completed or implemented, the assignee should update the request with closing comments, noting if the request was successful or unsuccessful.

The Change Manager will then close the request, after ensuring any related issues are associated to the change request.