INSTRUCTIONS ON HOW TO COMPLETE THE REQUEST FOR CHANGE FORM

STEP 1 – Enter basic information pertaining to the proposed change.

STEP 2 – Complete the Risk Assessment.

1. NOTE: Fields in which data must be entered manually are highlighted in light blue. Calculated fields are highlighted in pale green.
2. With the proposed change in mind, rate each element in the Complexity chart from 1 to 4. It is recommended that both technical and business personnel assist in determining the ratings, where appropriate. The worksheet will then calculate the rounded average and display the results in the field labeled Complexity Rating.
3. Determine the impact based on potential consequences resulting from either a failed or successful implementation of the change. Consider consequences such as unplanned disruption of service, corruption/loss of data, or disclosure of confidential information. Enter the impact rating in the cell labeled Impact Rating.
4. The worksheet uses complexity and impact to automatically calculate risk. The calculated Risk Level will be labeled appropriately and is highlighted bright yellow. If the Risk Level score is 1, 2 or 3, then the proposed change is considered a normal change. Please proceed to STEP 4. If the Risk Level score is 4 or 5, the proposed change does indicate a high level of risk and therefore additional information is necessary to complete the analysis. Please proceed to the next step.

STEP 3 – Complete Only for Risk Levels 4 and 5.

STEP 4 – Forward completed form to T&C Manager.

Routing Information:

- ☐ Email T&C Administrator for approval.
- ☐ Email Change Control Coordinator to schedule change, post to change calendar and notify CCB.
- ☐ If change impacts Level 1 or Level 2 data, send copy to ISO.
- ☐ Send copy to User Services Manager for campus global.
- ☐ Email office coordinator to post service alerts to myCI.