

REQUEST FOR CHANGE (ALL LEVELS)			
Date		RFC #	
Worksheet Completed by:			
What is this change and why is this change being performed?			
List all affected systems and services			
What kind of change is this?			
Does this change have security implications? http://www.calstate.edu/icsuam/sections/8000/8065_FINAL_DRAFT_Data_Classification_CW_V4.pdf	Yes	No	
Notifications Required? Answer yes or no. If yes, how will users be notified?	Yes	How will users be notified?	
	No	If other, please specify.	
Planned or Suggested Date and time. Please indicate when you plan to make the change including the start and end time of the implementation.	Date:		
	Start:		
	End:		
Time required for implementation (i.e. down time)			
ADDITIONAL INFORMATION FOR RISK LEVELS 4 & 5 ONLY			
Client/Requestor			
T&C Change Initiator			
T&C Manager			
T&C Change Team			
T&C Quality Assurance Team			
Has this Change been tested on a test system?	Yes	No	
If you answered "yes" above, please provide details or a test plan. In you answered "no" above, provide written justification for the lack of testing.			

How can this change be reversed? If the change cannot be reversed, provide a reason for a lack of reversibility.					
How will you know if the change is successfully implemented?					
At what point will a go/no-go decision be made to revert this change?					
How much time will verification take for this change? How much time will it take to revert the change (if necessary)?	Verification: Revert:				
RISK ASSESSMENT					
Elements of Complexity	Low (1 pt)	Medium (2 pts)	High (3 pts)	Very High (4 pts)	Rating (1-4 pts)
# of Business Processes Affected	1	2-3	4-5	6 or more	
# of IT Systems affected	1	2-3	4-5	6 or more	
# of IT workgroups/teams involved (including vendors or contractors)	1	2	3	4 or more	
Criticality	Serves 1 dept., optional to others	Serves multiple organizations	Campus wide need	Regulatory requirement	
Number of Internal Users	1-4	5-10	11+, up to 10% of campus users	More than 10% of campus users	
Number of External Users (Outward facing applications and services)	1-4	5-10	11+, up to 10% of campus users	More than 10% of campus users	
Systems Availability	Best Effort	University business hrs.	24 hrs/day, 7 days per week	24 hrs/day, 7 days per week, 4 hr. response	
Experience Level of Technical Staff Implementing Change	In-house expertise; already in widespread use	Familiar; already in limited use	New to campus; requires significant changes	New to campus; requires new business process altogether	
COMPLEXITY RATING					
IMPACT DESCRIPTION					
Low impact on workgroup	Low impact on department, medium impact on workgroup	Low impact on multiple depts., medium impact on department, high impact on workgroup	Low impact on CSUCI or beyond, medium impact on multiple departments, high impact on a department	Medium/High impact on CSUCI or beyond, high impact on multiple depts.	Rating (1-5 pts)
1	2	3	4	5	
IMPACT RATING					
RISK LEVEL					
APPROVALS					
Required for Project Risk Level	Role of Approver	Submitted on:	Approval Received:		
All Changes	1. Change Manager				
Risk Levels 1-3	2. Change Manager Only				
Risk Levels 4+ above; Or RFC with high security implications	3. ISO				
Risk Levels 4+ above; Or any pre-approved change request	4. Change Control Board				

ROUTING:

- ☐ 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.