
Change Request Form

GIA Policies
Implementation

<State Agency Name & Logo>

WHAT IT IS?

This template is designed to communicate proposed change request along with adequate explanation and submitted for necessary approvals.

WHY IS IT IMPORTANT?

Change management process is initiated with the receipt of a 'Change Request Form'. This form is used by Team Lead/Staff to submit a change request to their Manager. On receipt of a CR Form, Manager will validate CR along with the change initiator. Once the change is deemed as necessary, Manager will forward this CR form to the Change Management Committee (CMC) for final recommendations and approval.

CR Form is an essential document to be maintained throughout the change management process. This form is necessary for submitting a CR, validating the request and analyzing proposed change impact on the existing process.

WHO SHOULD USE THIS?

State Agency Team Leads/staff.

HOW TO USE IT?

This document must be labeled as 'RESTRICTED' since as per Documentation [DC] of GIAM all ICT documentation should be given highest confidentiality rating (C3). The objective of this template is to ensure that State Agency staff understand the need for CR Form in the change management process and use it for requesting changes. To use this template:

- Begin with by filling the form with details of the proposed change. The Change initiator should ensure information provided in the form is complete.
- After providing necessary details and explanation on proposed change, the CR Form should be submitted to the manager.

Change Request Form

To be filled by CR Initiator/Originator

Change Requested by		Submitted on	
Contact Details			

Change Request Details			
1. Area of change (tick the correct option)	<input type="checkbox"/> Policy	<input type="checkbox"/> Process	<input type="checkbox"/> Procedures
	<input type="checkbox"/> Staff	<input type="checkbox"/> Contracts	<input type="checkbox"/> Assets
	<input type="checkbox"/> Other? Please specify _____		
2. Is this the change of information Security – Risk Management Action?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3. Details of proposed change:			
<ul style="list-style-type: none"> Describe proposed change. 			
<ul style="list-style-type: none"> Why proposed change should be approved? Explain. 			
<ul style="list-style-type: none"> What are the consequences if proposed change is not implemented? Explain. 			
<ul style="list-style-type: none"> Attachments: <ol style="list-style-type: none"> 1. 2. 3. 			

For official use only

 To be filled by the Manager

CR Number		CR Priority	High / Medium / Low
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To be filled by the Change Management Committee

Reviewed by		Reviewed on	
Change request is	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved with conditions	<input type="checkbox"/> Rejected <input type="checkbox"/> Delayed till: _____
Change Date		Change Owner	
Rollback Plan	<ul style="list-style-type: none"> • Procedure used to reverse change if it fails to achieve desired results: 		
Conditions / Remarks			

[Example] Change Request Form

To be filled by CR Initiator/Originator

Change Requested by	Khalil, Team Lead (IT)	Submitted on	11/01/2011
Contact Details	XXXXXXXXXXXX		

Change Request Details			
4. Area of change (tick the correct option)	<input type="checkbox"/> Policy	<input type="checkbox"/> Process	<input type="checkbox"/> Procedures
	<input type="checkbox"/> Staff	<input type="checkbox"/> Contracts	<input checked="" type="checkbox"/> Information Assets
	<input type="checkbox"/> Other? Please specify _____		
5. Is this the change of information Security – Risk Management Action?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
6. Details of proposed change:			
<ul style="list-style-type: none"> Describe proposed change. Upgrade agency purchased laptops to latest Windows Vista SP2 or Windows 7 OS. 			
<ul style="list-style-type: none"> Why proposed change should be approved? Explain. Laptops purchased by the agency during 2006-09 have pre-loaded Windows Vista OS. Based on press releases, it is learned that Microsoft is going to end support for its Windows Vista SP1 on July 12, 2011. 			
<ul style="list-style-type: none"> What are the consequences if proposed change is not implemented? Explain. Laptops will become susceptible to online attacks that are take advantage of outdated OS to exploit State Agency resources. 			
<ul style="list-style-type: none"> Attachments: <ol style="list-style-type: none"> Microsoft OS End of service Announcement 			

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To be filled by the Manager

CR Number	11012011c	CR Priority	High
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To be filled by the Change Management Committee

Reviewed by	Change Management Committee - Shamir, Ahmed and Khaled		Reviewed on	14/01/2011
Change request is	<input type="checkbox"/> Approved	<input checked="" type="checkbox"/> Approved with conditions	<input type="checkbox"/> Rejected	<input type="checkbox"/> Delayed till: _____
Change Date	14/02/2011		Change Owner	Mr. Sohail
Rollback Plan	Inspect systems on which change is implemented at the end of the day in the first week. Identify performance, technical and security related issues due to the change. Try resolving issues by hiring technicians/engineers. If issues still remain unresolved, rollback to previous OS using disk image copies or any other proven methods.			
Conditions / Remarks	Conduct thorough tests in an independent environment to determine compatibility issues before agency wide implementation. Make image/backup copies of hard drives and create 'Restore point' before installation.			