
Change Request Register

GIA Policies Implementation

<State Agency Name & Logo>

WHAT IT IS?

The Change Request Register (CRR) template can be used to track CRs status and review outcomes. This template is associated with the 'Change Request (CR) Form' where details of all submitted CRs are recorded.

WHY IS IT IMPORTANT?

A change request (CR) is a formal proposal seeking changes to the existing systems. These change requests are proposed through a Change Request Form. State agencies should track CRs to ensure that necessary changes are implemented. A centralized record of CRs will help State Agencies to control changes towards ICT system with the Change Management Committee (CMC) decisions. This register will have a separate entry for each submitted CR. Each entry in the CRR will give a brief overview of the CR submitted, information about its priority, approval status, implementation status etc.

WHO SHOULD USE IT?

State Agency Security Manager

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 template is to identify, list and track all requested change. To use this template:

1. Begin with by accepting 'Change Request Form(s)' from Team Leads/Staff. On receiving CR Forms, review each CR Form along with the request initiator (Team Lead/Staff).
2. Determine whether the CR is valid for further analysis and is necessary to be forwarded to the Change Management Committee. If it is decided to forward CR Form to CMC, make an entry in the CR Register.
3. Update CR review and implementation status in the CR Register depending on its review and approval.

Change Request Register

<i>CR No.</i>	<i>Date raised</i>	<i>Originator</i>	<i>CR Status</i>	<i>CR Priority</i>	<i>CR Status</i>	<i>Review on</i>	<i>Person responsible for implementation</i>	<i>Implementation status</i>	<i>Implementation date</i>
[Example] 100120111	10/01/2011	Amar	Closed	High	Approved	15/01/2011	Raheem, Manager (Inventory)	Completed	20/01/2011
[Example] 250120112	25/01/2011	Rasool	Submitted to CMC	Medium	Under review	30/01/2011	-	Yet to be approved	-