

## Example request for change



		Task completed by
<b>Unique Identifier</b>	Asset tag 100565	Originator
<b>Name of item</b>	Dell file server name, B Block Computer Room	Originator
<b>Brief description of change</b>	Installation of server operating-system service pack	Originator
<b>Reason for change</b>	Operating-system patch available to fix bugs	Originator
<b>Full details of change</b>	Check backups successful Shutdown server Restart server Login as Admin user Apply service pack from supplier Execute upgrade Shutdown server Restart server Login to server (test functionality and review error logs)	Originator
<b>Impact on services and users</b>	Server unavailable for 3 hours Users unable to login to computers for duration ICT services unavailable for duration Affects all users and services	Originator
<b>Impact and risk of change failure</b>	Failure would require server rebuild and data restore Estimated time to rebuild, restore and recover: 6 hours Impact on services and users as above Risk is low – service pack was released 2 months ago and no issues have been reported on the supplier's website	Originator
<b>Fallback plan</b>	Restore operating system and data from tape Restart server Test server and data NB Tapes required on site in advance of change	Originator
<b>Date of change</b>	Monday 28/09/2009	Originator
<b>Time of change</b>	23.00 – 02.00	Originator
<b>Originator</b>	Rajinder Singh, Network Manager	
		Approval signatures
<b>Initial approver</b>	Jane Thomas, ICT Co-ordinator	<i>Jane Thomas</i>
<b>Peer reviewer</b>	James Burke, Supplier Representative	<i>J Burke</i>
<b>Final approver</b>	Elizabeth Howard (for Headteacher)	<i>E Howard</i>
<b>Implementer</b>	Rajinder Singh, Network Manager	<i>R R Singh</i>