**[Insert Department Name]**

**Change Request Form**

**[Insert Project Name]**

Version History

| Version # | Date | Author | Key Differences |
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Introduction to the Change Request Form Template

It is rare for a project to execute exactly as planned throughout its lifecycle without the need for some sort of change. In a very broad sense, change is a reaction to specific problems or opportunities encountered during the lifecycle of a project. Well-managed change increases the likelihood of project success and requires a disciplined, structured approach to change control, including defined processes, tools, and techniques.

The Change Control process consists of five distinct steps:

* **Change Request Initiation** – A change request form is prepared, formally submitted and logged
* **Change Request Analysis** – The change request is analyzed to determine if it has merit and should be considered. If so, additional analysis is conducted to determine what it will take to implement the change, identify project impacts, and provide any additional information that might aid decision-makers in granting or denying approval of the request
* **Change Request Resolution/Approval** – Decision-makers consider the results of the analysis and determine if the request should be approved, denied, or if more analysis is needed
* **Change Request Implementation** – Approved changes are planned, scheduled, resourced and implemented
* **Change Request Verification and Closing** – Implementation of the change is verified and the change request is closed

The Change Control Process is triggered by the completion and submittal of a change request form which is used to record events, decisions and activities that occur as the change progresses through the defined steps of the change control process. Any project Stakeholder, as identified and defined in the Project Charter (project participants, system users, external Stakeholders, and approving agencies/organizations), may submit a change request. The Change Request Originator uses the Change Request Form to describe the change request.

Once submitted, the change request is analyzed by the change request analyst who updates the change request form accordingly with information used by decision makers, including the Change Request Board, to understand the nature of the change, its impact to the project, and to make an effective decision regarding the request.

The Change Request Form Template with Instructions contains guidelines for properly completing and maintaining a Change Request Form throughout the Change Control Process. Additional hints, examples, and suggestions are included within each of the template sections and/or tables where key information is recorded.

The following sections are constructed to match the suggested heading structure for the Change Request Form. Each section includes instructions and descriptions to guide the understanding of the section’s purpose and how to complete it.

Template style conventions are as follows:

| Style | Convention |
| --- | --- |
| Normal text | Indicates placeholder text that can be used for any project. |
| [Instructional text in brackets] | [Indicates text that is be replaced/edited/deleted by the user] |
| *Example text in italics* | *Indicates text that might be replaced/edited/deleted by the user* |

As you complete the template, please remember to delete all instructional text (including this section) and update the following items, as applicable:

* title page
* version history
* table of contents
* headers
* footers

Update the document to a minor version (e.g., 1.1, 1.2) when minimal changes are made and a major version (e.g., 2.0, 3.0) when significant change are made.

# Change Request Submission Section

[Project change requests are formally documented using the Change Request Form (CRF) shown below. The form ensures that information captured relating to change is consistent throughout the project. Consistent information enables change request analysts and decision-makers to make better, more informed decisions project-wide. The Change Request Form evolves as it moves through the change request process and a variety of roles contribute to its content. The following describes how a change request form is used and who is responsible for each section of the form.]

## Submitting a Change Request (Change Request Originator)

[The Change Request Originator is responsible for documenting their requested change via the Change Request form. To complete the Project Change Request form, the Change Request Originator enters the following information in the appropriate boxes in the Change Request Submission Section of the Change Request Form.

* **Change Request Title** – Enter a name that uniquely identifies the change request.
* **Change Request Category** – Enter Scope, Time, or Cost depending on the nature of the change.
* **Originator Name –** Enter the name of the person requesting the change.
* **Originator Organization** – Enter the name of the organization to which the originator belongs.
* **Date Submitted** – Enter the date that the Change Request was submitted.
* **Originator’s Manager** – Enter the name of the person to whom the originator reports.
* **Primary contact person, phone and email address** – Enter the contact information for the primary contact person regarding this change request.
* **Backup contact person, phone and email address** – Enter the contact information for the backup contact person regarding this change request.
* **Change request priority** – Check only one of the four boxes indicating the priority of the change (Critical, High, Medium, Low) based on the descriptions provided.
* **Detailed Description of Proposed Change** – Enter a description of problem that necessitates a change, what the proposed change is, how the proposed change would solve the problem, and provide a high-level view of associated impacts to the project.
* **Change Request Justification** – Enter a description of the problem that is causing the need for change, benefits of making the proposed change, and risks / impacts of not making the change.
* **Current Workaround** – If applicable, enter a description of steps that have been or could be taken to address the problem without implementing the requested change.
* **Potential cost considerations** – Enter the potential financial impact to the project of making the change, if known.
* **Additional Information** – Enter any clarifying or explanatory information that would help the change approver better understand the change request.

The Change Request Originator then submits the Change Request Form to their immediate manager. The Change Request Originator’s Manager reviews the proposed change request and determines if it should be formally submitted or not or if additional work is needed to document the change request appropriately. Once in agreement with a proposed change request, The Change Request Originator’s Manager submits the Change request form to the Change Request Coordinator. The Change Request Coordinator is the controller for the Change Control Process and is responsible for maintaining, monitoring and tracking Change Requests as the progress throughout the steps defined in the Change Control Process.]

## Logging a Change Request (Change Request Coordinator)

[When a Change Request is received, the Change Request Coordinator reviews the Change Request for completeness and assigns the change request a unique change request number and logs the request in the project’s change control tracking system.

* **Change Request (CR) Number** – Enter a unique identifier for the change request]

## Approving a Change Request for Analysis (Change Control Board)

[Once reviewed and logged, the Change Request Coordinator submits the Change Request to the Change Control Board for disposition. The Change Control Board reviews the Change Request and typically makes one of the following decisions:

* **Rework –** The change request will be returned to the Originator for additional information
* **Not Accepted –** The change request is denied
* **Deferred –** The change request is put on hold until later in the project
* **Approved –** The change request is approved for analysis
* **Withdrawn –** The Change Request Originator has withdrawn the request

If the Change Request is approved, the Change Control Board assigns a Change Request Analysis / Implementation team to the Change Request. This team is comprised of one or more staff members representing areas that may be affected by the change and who have the expertise to understand the implications.

The Change Request Coordinator notes the decision in the Change Request Disposition box in the Change Request Submission section of the form. The change request disposition is typically accompanied by the Change Request Coordinator’s comments regarding the decision, his or her signature, and signing date.]

# Change Request Analysis Section

[If the Change Request has been approved, the Change Request Coordinator also records the following information regarding the analysis effort:

* **Change Request Analyst (CR Analyst)** – The name of the lead change request analyst assigned to the change request
* **Date the Change Request Analysis (CRA) was assigned –** the date that Change Request Analysis/Implementation Team was tasked with analyzing the change request
* **Date the Change Request Analysis is due** – the date by which the Change Request Analysis must be completed]

2.1 Analyzing a Change Request (Change Request Analysis/Implementation Team)

 [The Change Request Analysis/Implementation Team analyzes the Change Request to determine the potential impact(s) of the requested change on the project. The team validates and verifies the information provided by the Change Request Originator in the Change Request Submission Section and makes updates as needed. The team analyzes the situation and documents the results of the analysis in the analysis section of the Change Request Form.

* **Impact Areas** – The effect on scope, schedule and cost caused by implementing the change
* **How much was increased or decreased in Cost, Scope, or Schedule** – Enter information describing the increase or decrease.
* **Solution Description and Impact on Baselined Item**s – The proposed approach to implementing the change and expected impact to project baselines such as scope, schedule, costs, contracts, requirements, etc.
* **Implementation Risks and Mitigations** – Any perceived risks associated with implementing the change and how those risks will be mitigated
* **Alternatives Considered** – A description of other options for implementing the change and why they were not selected
* **Additional Information/Comments** – Explanatory or clarifying information as needed]

# Change Request Approval Section

[The Change Control Board reviews the team’s recommended approach to implementing the change and determines next steps for the change request.]

3.1 Approving a Change Request for Implementation (Change Control Board)

 [Upon its review, the Change Control Board typically makes one of the following decisions:

* **Rework –** The change request will be returned to the Change Request Analysis / Implementation Team for additional information
* **Not Accepted –** The change request is denied
* **Deferred –** The change request is put on hold until later in the project
* **Approved –** The change request is approved for implementation
* **Withdrawn –** The Change Request Originator has withdrawn the request

The Change Request Coordinator notes the decision in the Change Request Disposition box of the Change Request Approval section of the form. The change request disposition is typically accompanied by the Change Request Coordinator’s comments regarding the decision, his or her signature, and signing date.]

# Change Request Tracking Section

[If the Change Request is approved, the Change Request Analysis/Implementation team makes the changes outlined in the approved Change Request. The team updates the Change Request Form as needed during implementation. In the Changes Implemented box of the Change Request Tracking section of the Change Request form.]

4.1 Tracking a Change Request (Change Request Analysis / Implementation Team)

 [The Change Request Analysis/Implementation team documents completion of the change in the Changes Implemented/Changes Verified boxes of the Change Request Tracking section of the form. If there are multiple Change Analysis/Implementation team members, a better practice would be to one team member document that the change had been made and a different team member verify that the change had been made.]

# Change Request Closing Section

[Once the Change Request Analysis/Implementation team has verified and documented that the change has been implemented, the Change Request is considered complete and can be closed.]

5.1 Closing a Change Request (Change Request Coordinator)

 [The Change Request Coordinator closes the change request by checking the closed box in the change request closing section of the form. The Change Request Coordinator adds any additional information needed and signs and dates the form.

The example below shows a request for additional project staffing.]

|  |  |
| --- | --- |
| <Project Name and/ or Logo> | Project Change Request (CR) |
| Change Request Submission Section |
| Change Request Title: *Addition of one full-time (FT) database administrator* | CR Number: (CRC Use Only) |
| Change Request Category | [ ]  – Scope  [ ]  – Time [x]  – Cost |
| Originator Name | [Name] | Originator Organization | [Organization name] |
| Date Submitted | [XX/XX/XXXX] | Originator’s Manager  | [Manager name] |
| Primary Contact Person | [Name] | Backup Contact Person | [Name] |
| Primary Contact E-mail | [E-mail] | Backup Contact E-mail | [E-Mail] |
| Priority: (Check One): [x]  1 – **Critical:** Work stoppage or severe impact on productivity has occurred; solution needed immediately.  [ ]  2 – **High:** Work stoppage or severe impact on productivity is eminent; solution needed before impact occurs. [ ]  3 – **Medium:** Impact on productivity is expected; workaround has been identified and solution is needed. [ ]  4 – **Low:** Impact on productivity is minimal; solution is needed. |
| Detailed Description of Proposed Change | *Data conversion is taking more time than planned due to the condition of the source data. Data conversion tasks are on the critical path and are at risk of slippage. Adding another full-time database administrator will add needed capacity to stay on schedule.*  |
| Justification for Change | *Change will prevent impact on project end date due to slippage of critical path data conversion tasks.* |
| Current Workaround (if applicable) | *None* |
| Potential Cost Considerations(if known) | *Staffing costs will increase by 1 full-time database administrator.* |
| Additional Information / Comments | *None* |
| Change Request Disposition (CRC Use Only) | [ ]  Rework [ ]  Not Accepted [ ]  Withdrawn [ ]  Deferred [x]  Approved for Implementation Disposition Comments: Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Change Request Analysis Section** |
| CR Analyst (CRA) | [CR Analyst Name] |
| Date CRA Assigned | XX/XX/XXXX | Date CRA Due | XX/XX/XXXX | Date CRA Completed | XX/XX/XXXX |
| Impact Areas: (Check One or More) [x]   Project Cost Increase: Change will result in an increase to project costs.  [ ]  Project Cost Decrease: Change will result in a decrease to project costs. [ ]  Scope Increase: Change will result in an increase to project scope of work. [ ]  Scope Decrease: Change will result in a decrease to project scope of work.  [ ]  Schedule Change: Change will result in a change to the Master Project Schedule (MPS).  |
| How much was increased or decreased in Cost, Scope, or Schedule | *The project cost increased by 10%.* |
| Solution Description and Impact on Baselined Items and the Project | *Recruit and hire one additional FT DBA, baseline budget will increase.* |
| Implementation Risks and Mitigation | *None* |
| Alternative Solutions Considered | * *Extending data conversion schedule – rejected because extending the data conversion schedule will cause the project to miss the mandatory implementation date*
* *Retain contractor staff – rejected due to the length of time procurement of external resources will take*
 |
| Additional Information/Comments | *None* |
| **Change Request Approval Section** |
| Change Analysis Reviewed(Name and Initials of representative from each team who reviewed CR Analysis) | Print Name: [Name] | Initials: [Initials] |
| Print Name: [Name] | Initials: [Initials] |
| Print Name: [Name] | Initials: [Initials] |
| Print Name: [Name] | Initials: [Initials] |
| Change Request Disposition (CRC Use Only) | [ ]  Rework [ ]  Not Accepted [ ]  Withdrawn [ ]  Deferred [x]  Approved for Implementation Disposition Comments: Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Change Request Tracking Section** |
| Changes Implemented (Change Analysis / Implementation Team Use Only)  | *Hired 1 additional FT DBA* |
| Changes Verified (Change Analysis / Implementation Team Use Only)  | *New DBA hire verified XX/XX/XXXX* |
| **Change Request Closing Section** |
| Change Request Disposition (CRC Use Only) | [ ]  Closed Disposition Comments: Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |