



## Department of Technology and Innovation

### Change Request Procedure

TITLE: Change Management  
TYPE: Procedure  
Related Standard: Change Management Standard  
CATEGORY: General  
EFFECTIVE DATE: 10/6/2022  
REVISED DATE: 9/22/2022

#### **Change Request Procedure:**

Change requests should contain, but not be limited to the information below:

**a. Documentation:**

- i. Identification – Change description and justification
- ii. Priority Level - Planning, Low, Moderate, High, Critical
- iii. Change Type - Standard or Emergency/Urgent/Expedited
- iv. Change Impact - Low, Medium, High
- v. Approval - Change Collaboration Board, Management, etc
- vi. Change Plan- Details of change being requested
- vii. Backout Plan - If change is not successful, this is the plan to restore to the previous functioning production state
- viii. Test Plan - test strategy, objectives, schedule, estimations, deadlines, and the resources required
- ix. Communication/Notification Plan - Plan to notify impacted users and stakeholders of an upcoming change. Upon success/failure of the change all parties should be notified.

**b. Impact and Risk Assessment:** The impact to the business and the risks associated with the change shall be considered and documented as part of the Change Request form. This analysis should be provided in the description area of the change request.

**c. Prioritization:** As needed and in conjunction with stakeholders, prioritization may be determined in cases of competing business priorities to ensure changes and resources required to make those changes are aligned with City goals and strategies.