**Request for Normal Change**

**Purpose**

A request for change (RFC) should promote transparency, accountability, and efficiency in the related change processes. The purpose of the RFC includes:

1. **Documentation**: It provides a structured format for documenting details about the proposed change, such as its description, rationale, impact, risks, implementation plan, and any necessary approvals.
2. **Communication**: The RFC serves as a means of communication between stakeholders involved in or requiring awareness of the implementation of the change. This could include the requester, relevant technical or business teams, IT personnel, third parties, and any other relevant parties.
3. **Risk Management**: By requiring detailed information about the proposed change, an RFC form helps assess the potential risks associated with implementing the change and allows stakeholders to make informed decisions about how to proceed.
4. **Control**: It establishes a formal process for submitting and evaluating change requests, ensuring that changes are carefully reviewed, approved, scheduled, and implemented in a controlled manner to minimize disruption to the organization's operations.
5. **Compliance**: In regulated environments with strict compliance requirements, RFCs help organizations demonstrate compliance by documenting the rationale, approvals, and implementation details of changes made to services, systems, or processes

**Guidance for Usage**

For guidance on how to use this template please refer to the ITIL4 Change Enablement Official Practice Guide and the **ITIL 4 Template Guide** which explains the value and importance of customization for your own organizational context.

**[Organization name]**

**Request for Normal Change**

[Filename & version]

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# **1. Request for Normal Change**

|  |  |
| --- | --- |
| **Change Request No.** |  |
| **2. Change Requester Details** |  |
| **Date Submitted** |  |
| **Date Required** |  |
| **Requester Name** |  |
| **Requester Email** |  |
| **Requester Phone** |  |
| **Organization** |  |
| **Department** |  |
| **Manager Name** |  |
| **Manager Email** |  |
| **Manager Phone** |  |
| **3. Requested Change Detail** | |
| **Short Description** | |
|  | |
| **Detailed Description** | |
|  | |
| **Justification** | |
|  | |
| **Location** | |
|  | |
| **Supporting Documentation/Attachments** | |
|  | |

|  |  |
| --- | --- |
| **4. Change Enablement Analysis** | |
| **Category** |  |
| **Type** |  |
| **Configuration Item** |  |
| **Impact** |  |
| **Urgency** |  |
| **Priority** |  |
| **Change Manager** |  |
| **Change Builder** |  |
| **Change Tester** |  |
| **Assignment Group** |  |
| **Change Authority** |  |
| **Cis Impacted** |  |
| **Services Impacted** |  |
| **Initial Risk Rating** |  |
| **Initial Benefits** |  |
|  | |
| **Long-term Benefits** | |
|  | |
| **Value vs Risk Assessment** | |
|  | |
| **5. Evaluation** | |
| **Who RAISED the change?** | |
|  | |
| **What is the REASON for the change?** | |
|  | |
| **What is the RETURN required from the change?** | |
|  | |
| **What are the RISKS involved in the change?** | |
|  | |
| **What RESOURCES are required to deliver the change?** | |
|  | |
| **Who is RESPONSIBLE for the build, test and implementation of the change?** | |
|  | |
| **What is the RELATIONSHIP between this change and other changes?** | |
|  | |
| **6. Risk Analysis** | |
| **Type of Risk [Social/Reputational,**  **Financial, Organizational,  External…]** |  |
| **Risk Impact [Minor, Moderate, Major…]** |  |
| **Likelihood** |  |
| **Probability** |  |
| **Risk Consequences** |  |
| **7. Planning Details** | |
| **Implementation Plan** |  |
| **Remediation Plan** |  |
| **Blackout Plan** |  |
| **Test Plan** |  |
| **Communications Plan** |  |
| **8. Financial Details** | |
| **Estimated Effort [hours]** |  |
| **SLAs Associated** |  |
| **Approximate Total Cost** |  |
| **Cost Benefit Analysis** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **9. Associated Tickets** | | | | |
| **Associated Incidents** | **Associated Problems** | | | **Associated Changes** |
|  |  | | |  |
| **10. Scheduling Details** | | | | |
| **Planned Start Date/Time** | |  | | |
| **Planned End Date/Time** | |  | | |
| **Change Authority Required Date/Time** | |  | | |
| **Change Authority Approved Date/Time** | |  | | |
| **Change Authority Recommendations** | | | | |
|  | | | | |
| **Actual Start Date/Time** | |  | | |
| **Actual End Date/Time** | |  | | |
| **Post-Implementation Review** | | | | |
|  | | | | |
| **Closure Code** | | | **Closure Notes** | |
|  | | |  | |