**Request for Emergency Change**

**Purpose**

An emergency request for change (RFC) should promote transparency, accountability, and efficiency in the related change processes. Organizations must determine the essential fields required **before** implementation with the expectation that others are populated afterwards. 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 Emergency Change**

[Filename & version]

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# **1.Request for Emergency 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.Risk Analysis** | | | | | |
| **Type of Risk** **[Social/Reputational,**  **Financial,** **Organizational, External…]** | |  | | | |
| **Risk Impact [Minor, Moderate, Major,…]** | | |  | | |
| **Likelihood** | | |  | | |
| **Probability** | | |  | | |
| **Risk Consequences** | | | | | |
|  | | | | | |
| **5.Planning Details** | | | | | |
| **Implementation Plan** | | | |  | |
| **Remediation Plan** | | | |  | |
| **Blackout Plan** | | | |  | |
| **Test Plan** | | | |  | |
| **Communications Plan** | | | |  | |
| **6.Associated Tickets** | | | | | |
| **Associated Incidents** | **Associated Problems** | | | | **Associated Changes** |
|  |  | | | |  |
| **7. 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** | | | | | |
|  | | | | | |
| **8. Change Closure Information** | | | | | |
| **Closure Code** | | | | **Closure Notes** | |
|  | | | |  | |