

Instructions

Columbia College's Process for Change Management is designed to provide an orderly and documented method in which changes to the College's computing environment are requested and approved prior to their implementation so as to minimize service disruptions and promote system availability.

This information solicited in this form assists those requesting a change in achieving success. In addition, this form assists in the prioritization, coordination, and documentation of changes to the College's computing environment.

Columbia College Information Technology (CCIT) is tasked with providing a stable and reliable information technology infrastructure for the College Computing Community and is responsible for overseeing and maintaining the process for change management.

When ready to submit your request, please send this form to ccit@columbia.edu as an attachment with the subject line "Change Request". Should you have any questions, please contact CCIT at the above email address or by calling one of its staff. A staff directory is available at the following URL:

<http://ccit.college.columbia.edu/>

CCIT will consider the change request. If approved, a "change manager" will be assigned to assist in the coordination and scheduling of the change. For more information about Columbia College's Process for Change Management please see the document of the same name within the "Policy" area at the above URL.

Change Summary

Request Subject		Request Filing Date	
Requesting Organization		Date Change Needed By	

Request Type	<input type="checkbox"/> Enhancement (new or changed requirement) <input type="checkbox"/> Problem (does not conform to existing requirement)
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Request Criticality	<input type="checkbox"/> Critical Major/severe potential or actual business impact where no viable workaround exists and a solution is needed immediately <input type="checkbox"/> Major Major/severe potential or actual business impact imminent where viable workaround exists and a solution is required quickly or before point of impact reached <input type="checkbox"/> Normal Moderate business impact expected where workaround exists and solution is needed. <input type="checkbox"/> Minor Minimal business impact expected and solution is needed.
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Primary Contact	Name	
	Phone	
	Email	
Backup Contact	Name	
	Phone	
	Email	

Change Detail

Request Description

Instructions: Describe the requested change and why it is necessary. Describe the goal(s) to be achieved by executing the change and propose a means of measuring whether the change was successful in achieving these goals. Provide details on all aspects of the change.

Benefits

Instructions: Discuss the expected and potential benefits expected to be derived from this change.

Costs/Risks

Instructions: Discuss the actual, expected, and potential costs/risks associated with this change. Consider one-time as well as on-going costs/risks associated with this change.

Risk / Benefit Analysis

Instructions: Analyze and compare the benefits, costs, and risks described above.

Requirements For Change

Instructions: Describe what requirements exist to accomplish a successful change. Consider such requirements as software, hardware, personnel, systems system access privileges, physical access, time frames, and research.

Testing Details

Instructions: Describe the results of prior testing and what further testing may be necessary prior to implementing the change. Discuss your level of confidence that the change requested can be accomplished successfully and within the parameters set forth within this change request.

Security Analysis

Instructions: Describe how this change might impact system security. Consider such things as the opening of ports, the addition of a service/daemon, changes to firewall rule sets, configuration changes, addition/modification of a network share, access rights, resource privilege modifications, grants of new privileges, and establishment of service accounts.

Action Plan

Instructions: Consider and document all tasks that should and/or must be executed in accomplishment of this change.

Proposed Time Line

Instructions: Considering this request as a project, propose a time line for this request inclusive of initial research, pre-execution testing, change request proposal, change request consideration, change execution, change testing, monitoring/validation of change effects, and post-change documentation.

Potential Impact During Change Execution

Instructions: Describe below the potential impact upon the College Computing environment during the time at which the change is to be executed. Discuss what aspects of the College Computing environment (users, processes, systems) will be affected and estimate downtime.

Potential Impact Post-Change

Instructions: Describe below potential impact of the change upon its completion. Consider such aspects as end user experience, workflow changes, new dependencies, on-going user support, and on-going maintenance.

Back-out Plan

Instructions: Describe below the back-out plan should the impossible or unexpected occur.

Additional Information

Instructions: Discuss below any additional considerations specific to this change request not already discussed above. Are there other issues of which to be aware?