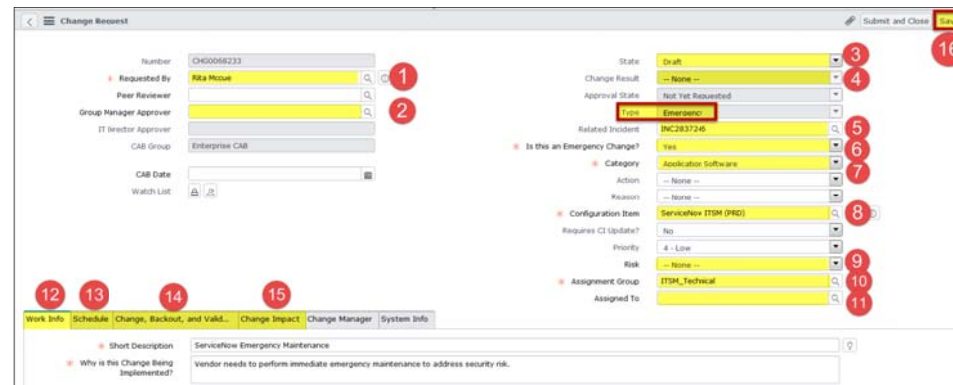


The following steps describe how to Open an Emergency Change Request.

An **Emergency** change is one that is directly related to an open high or critical priority incident and must be implemented in order to restore service or to address an incident negatively impacting patient care. It is pre-approved with no upfront peer review or formal approvals. And, before the change can be closed, a Post Implementation Review (PIR) must be completed with the Group Manager Approver. Any time an Emergency change is created, a notification email is sent to a large audience, up to CIO level.



The following steps describe how to Open a Change Request: State=DRAFT.

1. In the Change Application, click the **Create New** module link.
2. State=**Draft (3)** and fill in all required fields, indicated by red asterisk.
3. Enter who actually requested the change (be default, person logged in appears here): **Requested By (1)**
4. Select a **Category (7)**.
5. Enter a **Configuration Item (8)** - CI is what's being added or changed.
6. Enter an **Assignment Group (10)**.
7. In **Work Info Tab (12)**, enter a **Short Description** and **Why is this Change Being Implemented?**

The following steps must be completed when State = PLANNING

1. Select "Planning" from the **State (3)** field.
2. Enter open high or critical Incident in **Related Incident field (5)**.
3. Select "Yes" to: **Is this an Emergency Change? (6)**.
4. Enter a **Group Manager Approver (2)**.
5. Select a **Risk (9)**.
6. Enter an **Assigned To (11)**.

7. Click in the **Schedule (13)** Tab, complete all required start date and duration fields.
8. Click in the **Change, Backout, and Test Plan (14)** Tab, complete all required fields.
9. Click in the **Change Impact (15)** Tab, complete all required fields.
10. Click the **Save (16)** button.
11. Select "Scheduled" from the **State (3)** field.
12. Click the **Save (16)** button.

The following steps describe how to Implement your Emergency Change.

1. Select "Work in Progress" from the **State (3)** field.
2. It is highly suggested to add worklog entries by:
 - Clicking the **Work Info (12)** Tab and typing text into the **Work Log** field
3. In the **Schedule (13)** tab, enter the **Actual Implementation Start Date and Time**.
4. Click the **Save (16)** button.

The following steps describe how to Close your Emergency Change.

1. Select "Closed" from the **State (3)** field.
2. Select a **Change Result (4)**. **Note:** If the Actual Implementation End Date is after the Planned Implementation End Date, the **Change Result** would be 'Completed with Issues', entering Worklog notes why change ran long.
3. In the **Schedule (13)** tab, enter the **Actual Implementation End Date**.
4. Click the **Save (16)** button.
5. A Post Implementation Review (PIR) Task is created. Group Manager Approver should click the **Change Tasks (17)** Tab and click on the CTASK **(18)** to complete the PIR. The PIR task must be closed in order to close the main Change ticket.
6. After all tasks are closed, the **State (3)** field will automatically change to 'Closed'.

