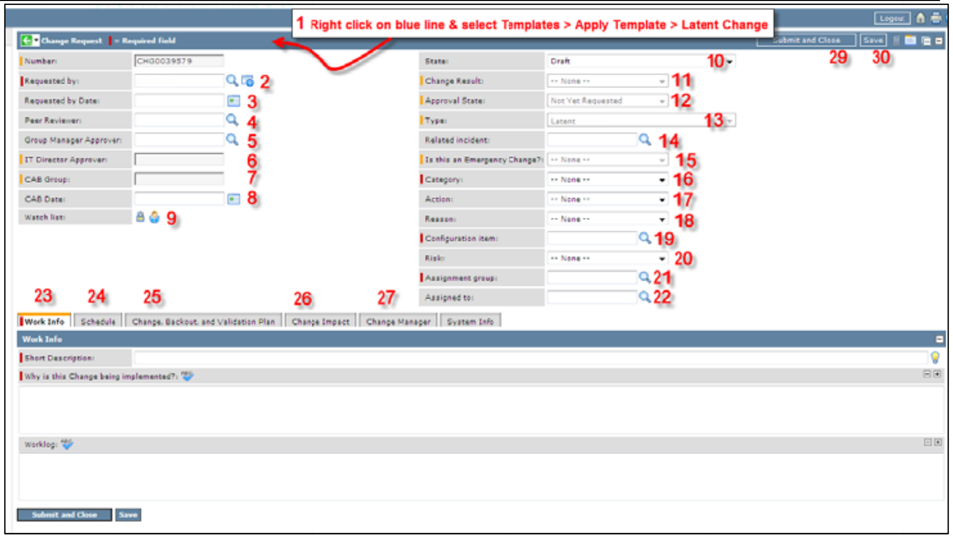
Latent Change Request Definition

A change that is logged after implementation, which did not follow the Change Management process. A Post Implementation Review (PIR) is required for latent changes. Emergency changes are not considered latent.

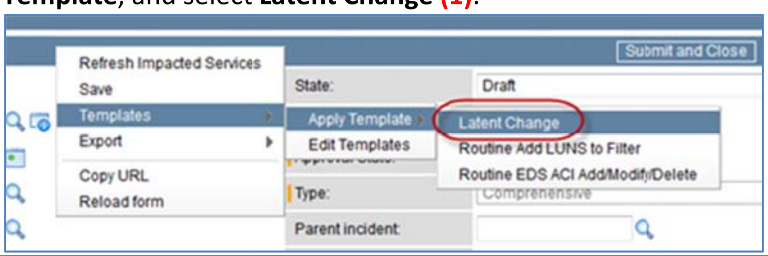


The following steps describe how to Open a Latent Change Request.

IMPORTANT: The Latent Change is to reference the original Change Request (CHG) # in the 'Why is this Change being implemented' field and provide explanation why it's Latent. And, the original CHG needs to have the Latent CHG # in the Worklog.

After CHG is created, attend next CAB to present; after review occurs, the original will then be cancelled, but CAB review is to first occur. Step-by-step continues below…

1. In the Change Application, click the **Create New** module link.
2. Right-Click in the **Change Request Blue Bar**, select **Templates**, **Apply Template**, and select **Latent Change (1)**.

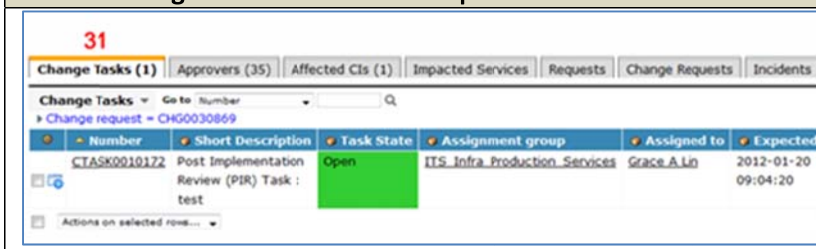


3. The following fields are required:
   Requested by (2), **Category (16)**, **Configuration item (19)**, **Assignment group (21)**, and in the **Work Info Tab (23)**, enter a **Short Description** and **Why is this Change being implemented?**
4. Click the **Save (30)** button.

The following steps describe the fields to complete in the Planning state.

1. Change the **State** to **Planning (10).**
2. Select a **Risk (20).**
3. Enter an **Assigned to (22)**.
4. In the **Change, Backout,** and **Validation Plan Tab (25)**, complete all fields.
5. In the **Change Impact Tab (26)**, complete all required fields.
6. The following fields are optional but may help document the reason for this latent change:
   - In the **Work Info Tab (23)**, enter information in the **Worklog**
   - Add **Attachments** (Paperclip icon next to **Save (30)** button).
7. Click the **Save (30)** button.

The following fields describe the steps needed to Close a ticket.



1. Select "Scheduled" from the **State (10)** field.
2. Click the **Save (30)** button. The **State (10)** changes to 'Closed Pending Review'.
3. Select a **Change Result (11)**.
4. In the **Schedule Tab (24),** enter the **Actual Implementation Start Date** and **Actual Implementation End Date.**
5. Click the **Save (30)** button.
6. In the **Change Tasks** tab **(31)**, found at bottom of the change, a PIR Task is created for your Assignment Group Manager and your CAB Change Manager group. Both PIR tasks must be completed before you can close the ticket.
7. Once the PIR tasks are closed, the **State (10)** of your Latent change will automatically set to 'Closed'.

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