



# **ENTERPRISE CHANGE MANAGEMENT**

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## **REQUEST FOR CHANGE (RFC) FORM – FIELDS DEFINED**

VERSION 1.00, REV. 05/02/2014

Each Field in the Request for Change (RFC) form is defined within this document, with an explanation of what the responsibilities are and what should be selected or entered, from RFC creation through closure.

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1.1 Header Section of Request for Change (RFC) Form			
FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
Number	Y	Draft	Unique Change Request number assigned by ServiceNow
Requested By	Y	Draft	Often the Assigned To or Customer. Auto-populates individual's name who's logged into ServiceNow
Requested By Date	N	N/A	Date Customer wants change completed by.
Peer Reviewer	Y	Planning	<ul style="list-style-type: none"> <li>o Reviewed all fields of Change Request for accuracy.</li> <li>o Reviewed the details of the change plan to ensure the technical steps planned are complete and change is correct and they're included in the Change Request.</li> <li>o Reviewed the back out and validation plans to ensure there is sufficient detail to be effective and they're included in the Change Request.</li> <li>o Can represent the change during CAB if the Assignee is unable to do so.</li> <li>o Can back up the Assignee during the actual implementation.</li> </ul>
Manager Approver	Y	Planning	<p>Evaluates a change less on a technical level and more on a logistical level and for the accuracy of its content.</p> <ul style="list-style-type: none"> <li>o All of the required documentation is in the change request and is of sufficient quality to be presented to the CAB or ECAB.</li> <li>o The assignee has the skill set required to successfully implement the change, that the assignee is available, and that the assignee knows that they are scheduled to implement the change.</li> <li>o Impact to the environment is fully assessed.</li> <li>o There are no scheduling conflicts, for example:                             <ul style="list-style-type: none"> <li>• First or last day of the month</li> <li>• Peak usage time</li> <li>• Restricted windows</li> </ul> </li> <li>o Business owner approvals are recorded in the change request.</li> <li>o Communication requirements and lead times are being met.</li> </ul>

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FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
IT Director Approver	N*	Planning	* Mandatory for high risk changes (High Risk, Blackout Windows, or Expedited Changes (Med Center)). The Director should review what is being done and evaluate the high risk change against business benefit. A Director's approval is an acceptance of risk on behalf of the business.
CAB Group	Y	Planning	Auto-populates dependent on Assignment Group
CAB Date	Y	Planning	Auto-populates by ServiceNow. If a future date for CAB presentation is wanted, enter valid CAB date & time.
Watch List	N	N/A	Enter email address to be notified of any activity on RFC.
State	Y	Draft	State field documents the current state of an RFC and will progress through a sequence of steps until it reaches a terminating status (Closed or Cancelled).  Change implementation is not to proceed until State=Scheduled.
Change Result	Y	Closed Pending Review	A Result Code records the results of the change. A code other than <i>Successful</i> is considered an exception. Result codes include: <ul style="list-style-type: none"> <li>• Successful – Change completed as presented</li> <li>• Backed-out – Backout was required (a new RFC must be opened, if a backed out Change is rescheduled).</li> <li>• Completed with Issues – Problems encountered during the change or the change completed beyond the Planned Implementation End Time</li> <li>• Incomplete – Some of the change implemented.</li> </ul> Assigned To and Group Manager Approver must participate in a Post Implementation Review (PIR) for all Emergency or Latent changes and changes that were Backed-Out, Incomplete, or Completed with Issues.

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FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
Approval State	Y	Draft	Documents the approval status of change: Not Yet Requested, Requested, Approved  When the first approval is received, the next approver is notified, and appears in the Approvers TAB found at the bottom of the change form.
Type	Y	Draft	Identifies change type: Comprehensive, Expedited, Emergency, Latent or Routine  Participation is required in a Post Implementation Review (PIR) for all Emergency or Latent changes and changes that were Backed-Out, Incomplete or Completed with Issues.
Related Incident	N	N/A	Links an Incident with change. If high or critical incident entered, field noted below (Is this an Emergency Change?) becomes editable to allow an Emergency Change.
Is this an Emergency Change?	N*	N/A	Selecting 'Yes' will convert change Type to Emergency, which is auto-approved. Assigned To and Group Manager Approver must participate in a Post Implementation Review (PIR) for all emergency changes.  * Mandatory when Related Incident field contains high or critical Incident.
Category	Y	Draft	Identifies category of Configuration Item(s) impacted: Application Software, Documentation, Hardware, Network, System Software and Website
Action	N	N/A	Identifies action taken on Configuration Item
Reason	N	N/A	Identifies the Reason for the change
Configuration Item (CI)	Y	Draft	Identify the Configuration items (CIs) that will be added, removed, or modified. If multiple CIs impacted, they should be listed in [Affected CIs] TAB found at bottom of change.
Requires CI Update?	N	N/A	Select Yes, if CI needs to be updated, i.e., decommissioning a server.  If Yes selected, a change task is created. The task must be closed before the RFC can be closed.

FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
Risk	Y	Planning	High, Moderate, Low. High Risk changes require formal approval by Peer and Director.
Assignment Group	Y	Draft	Group responsible for completing the change
Assigned To	Y	Planning	Individual responsible for completing the change
<b>1.2 Work Info TAB</b>			
Short Description	Y	Draft	Used to summarize what is being changed. The field can be pulled into reports so should be clear and concise.
Why is this Change Being Implemented?	Y	Draft	Used to describe the change in more detail.
Worklog	N	N/A	Used to provide updates or next steps that add value to IT and the customer. Worklog should be updated before closing the change.
<b>1.3 Schedule TAB</b>			
Planned Implementation Start Date	Y	Planning	Start Date & Time of the change, using 24-hour clock to enter the time.
Implementation Duration	Y	Planning	Amount of time needed to implement the change

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FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
Backout Duration	Y	Planning	Amount of time needed to roll-back if issues. <ul style="list-style-type: none"> <li>This will soon be a mandatory field in ServiceNow, so backout timeframe needed should be entered.</li> </ul>
Validation Duration	Y	Planning	Amount of time needed to validate AFTER change in production. Include vendor and customer validation time. If validation cannot complete until an overnight process runs, that entire time should be included in the change and RFC left open until validation completed. <ul style="list-style-type: none"> <li>This will soon be a mandatory field in ServiceNow, so validation timeframe needed should be entered.</li> </ul>
Total Duration	Y	Planning	Implementation + Backout + Validation = Total Duration. Auto-calculated and entered by ServiceNow.
Planned Implementation End Date	Y	Planning	Planned Implementation Start Date & Time plus Implementation + Backout + Validation Duration = Planned Implementation End Date & Time. Auto-calculated and entered by ServiceNow.
Why is this Change being Expedited?	Y	Planning	If change cannot wait to be presented at next CAB meeting, reason to expedite must be entered. Whenever possible, RFCs should <b>NOT</b> be expedited, but presented at CAB as a Comprehensive RFC, which allows for more awareness and more thorough review.
Actual Implementation Start Date	Y	Closed Pending Review	At start of change, it should be moved to State=Work in Progress <b>and</b> Actual Implementation Start Date & Time entered. This allows all of IT to know the change is underway and when it actually started.
Actual Implementation End Date	Y	Closed Pending Review	At end of change, worklog is to be updated with change related notes and it's to move to State=Closed Pending Review <b>and</b> Actual Implementation End Date & Time entered. This allows all of IT to know the change completed.

FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
<b>1.4 Change, Backout, and Validation Plan TAB</b>			
Change Plan	Y	Planning	The Change Plan should include enough detail to explain what will be done; can be accompanied by attachment.
Backout Plan	Y	Planning	Back out plans should include the trigger that will be used by the assignee to transition from the implementation to the back out procedure. Ensure there is sufficient detail to be effective.
Validation Plan	Y	Planning	Validation plans should include steps to verify that the change fulfilled the technical and business objectives. It should also include steps to verify that existing functionality was not unintentionally affected.
<b>1.5 Change Impact TAB</b>			
Does this Change Impact the Enterprise	Y	Planning	Definition of "Enterprise": Your organization <b>AND</b> one or more other organization impacted, e.g., MC & ITS –or– MC & SOM –or– MC, ITS & SOM
What Systems are the Targets of the Proposed Change?	Y	Planning	List systems impacted, including test systems
What Systems are Dependent on this Change?	Y	Planning	List any other systems dependent on this CHG, i.e., Interfaces/Apollo/Muse/Computrition, or write 'NONE', if no other systems dependent.



FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
What Systems will be Unavailable During the Change?	Y	Planning	Identify anything that will not be available. And, will there be any customer disruption, downtime or pause? If no, write 'NONE'.
Are Notifications to Stakeholders Required?	Y	Planning	Have customers been notified and approved the change, including date/time of work to be performed? If unnecessary to notify, select 'No'.
Who Will Send Notification?	Y*	Planning	<p>Submitter or Service Desk:</p> <ul style="list-style-type: none"> <li>• Submitter: You or someone you're working with. i.e., business application owner, will notify customers/users</li> <li>• Service Desk: They will send notification to customers. If selected, a task is automatically created and assigned to Service Desk.</li> </ul> <p>* Mandatory field when notifications to stakeholders are required</p>
<b>1.6 Change Manager TAB</b>			
Change Manager Override	N	N/A	Only used by Change Manger. Allows Change Manager to make minor modification to change during CAB, i.e., set notification to stakeholders
Change Manager Override Reason	N	N/A	Only used by Change Manager. Used in conjunction with Change Manager Override field
Reviewed by CAB	N	N/A	Field not currently used. Flags RFC discussed during CAB, whether scheduled or not.

FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
CAB Work Notes	N*	N/A	Only used by Change Manager. Used during CAB to enter additional notes about the RFC. * Mandatory field when Change Manager Override used.
<b>1.7 System Info TAB</b>			
Active	Y	When RFC is not Closed or Cancelled	Used by ServiceNow, read only. Field is 'checked' when RFC is not Closed or Cancelled.
Opened	Y	Draft	Used by ServiceNow, read only. Date/time RFC created
Opened By	Y	Draft	Used by ServiceNow, read only. Individual that opened RFC
Updated	Y	Draft	Used by ServiceNow, read only. Last date/time RFC updated
Updated By	Y	Draft	Used by ServiceNow, read only. Individual that performed last update
Closed	Y	Closed or Cancelled	Used by ServiceNow, read only. Date/time RFC closed
Closed By	Y	Closed or Cancelled	Used by ServiceNow, read only. Individual that closed RFC
Template Type	N*	Draft	Used by ServiceNow, read only. If template used, templates name entered here * Mandatory field (automatically entered) when template is selected.

FIELD	Mandatory Field (Y/N)	RFC STATE When Field is Mandatory	DESCRIPTION
Template Reference (Do Not Remove From Template)	N	N/A	Selectable by anyone to reference a template's name that was used, i.e., Template type=Comprehensive, Template Reference=Comp DC RA CHG
Metrics	Y	Draft	Used by ServiceNow, read only. Each state is logged in this section and length of time RFC was in that particular state entered in duration column.
<b>1.8 Tabs at Bottom of Request for Change Form</b>			
Change Tasks TAB	N*	N/A	<p>Found at bottom of the change. Any change task(s) created must be completed/closed before ticket can be closed.</p> <p>* Automatically created when necessary. Examples of tasks that may get created: a) Post Implementation Review (PIR) task created for Assignment Group Manager; b) Auto-created task for IT Service Desk to send user notification; c) Task to update CI.</p>
Approvers TAB	Y	Requested	<p>Auto-created. When 'Request Approval' button selected, and approval email is sent to Peer, Manager, IT Director, where applicable:</p> <ul style="list-style-type: none"> <li>• Peer: Sent when Risk=High</li> <li>• Manager: Sent for every RFC</li> <li>• IT Director: Sent for every high risk RFC or Expedited (Medical Center)</li> </ul> <p>Once all approvals obtained, the RFC state will automatically change to 'Scheduled' and the change may implemented within the approved Planned Implementation Start and End date and time.</p>
Affected CIs TAB	Y	Draft	All additional CIs impacted should be identified and are to be entered here while State=Draft or Planning.

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<b>FIELD</b>	<b>Mandatory Field (Y/N)</b>	<b>RFC STATE When Field is Mandatory</b>	<b>DESCRIPTION</b>
Impacted Services TAB	N	N/A	Not used with Change module at this time.
Requests TAB	N	N/A	Not used with Change module at this time. Container that holds Request Items.
Change Requests TAB	N	N/A	Allows for linking additional RFCs to a change.
Incidents TAB	N	N/A	Reflects Incidents Caused by Change
Requested Items TAB	N	N/A	Used by/for Projects. Linking Requests to Changes.
SDLC Release Tasks TAB	N	N/A	Software Development Life Cycle. Used by ITS/Campus, i.e., PeopleSoft
Enhancement or Defects TAB	N	N/A	Used by ServiceNow Admin Group and any Application Development Team