

CHANGE MANAGEMENT HOW TO CREATE A LATENT CHANGE REQUEST

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 NOTE: The Latent Change is to reference the original Change Request (CHG) #, if one was initially created and not yet approved, 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 Latent CHG is created and the Post Implementation Review (PIR) with Group Manager occurs, the original CHG should then be cancelled.

Step-by-step continues below...

1. In the Change Application, click the **Create New** module link.
2. At bottom of Change Request form are list of templates; Click **Latent Change (1)**. If template applied correctly, change Type will show as Latent (6). If templates are not seen, click on **More Options (three dots) (3)** and click on **Toggle Template Bar**. Templates should now be visible at bottom of change form (1).

3. The following fields are required:
Requested by (2), Category (7), Configuration item (8), Assignment group (9), and in the **Work Info Tab (11)**, enter a **Short Description** and **Why is this Change being implemented?**
4. Click the **Save (15)** button.

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

1. Change the **State to Planning (4)**.
2. Enter an **Assigned to (10)**.
3. In the **Change, Backout, and Validation Plan Tab (13)**, complete all fields.
4. In the **Change Impact Tab (14)**, complete all required fields.
5. The following fields are optional but may help document the reason for this latent change:
- In the **Work Info Tab (11)**, enter information in the **Worklog**
- Add **Attachments** (Paperclip icon next to (3) button).
6. Click the **Save (15)** button.

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

1. Select “Scheduled” from the **State (4)** field.
2. Click the **Save (15)** button. The **State (4)** changes to ‘Closed Pending Review’.
3. Select a **Change Result (5)**.
4. In the **Schedule Tab (12)**, enter the **Actual Implementation Start Date** and **Actual Implementation End Date**.
5. Click the **Save (15)** button.
6. In the **Change Tasks tab (16)**, found at bottom of the change, a PIR Task is created for your Assignment Group Manager. Click on the **CTASK (17)**, and Manager must complete the PIR task, including entering notes, before you can close the ticket.
7. Once the PIR task is closed, the **State (4)** of your Latent change will automatically set to ‘Closed’.