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ITIL Change Request Template

What is ITIL Change Request Template?

ITIL (Information Technology Infrastructure Library) Change Request Template is a standardized template used in IT service management to capture and document changes requested by stakeholders or users of an organization's IT services. The template provides a structured format for submitting, reviewing, and approving change requests.

Here is a typical outline of the ITIL Change Request Template:

Change Request Form

Section 1: Identification

- Change Request ID (Unique identifier)
- Requester Name and Contact Information
- Date of Submission

Section 2: Description

- Brief summary of the proposed change
- Detailed description of the change, including:
 - + Changes to services, processes, or infrastructure
 - + Impact on IT services and stakeholders
 - + Benefits and rationale for the change

Section 3: Rationale and Business Case

- Explanation of why the change is necessary or desirable
- Analysis of the benefits, costs, and risks associated with the change
- Supporting documentation (e.g., business cases, feasibility studies)

Section 4: Scope and Impact

- Description of the scope of the change (e.g., affected services, systems, or processes)
- Assessment of the impact on IT services, stakeholders, and the organization as a whole

Section 5: Assumptions and Dependencies

- List of assumptions made about the change
- Identification of dependencies between the change and other activities or projects

Section 6: Risks and Constraints

- Identification of potential risks associated with the change
- Description of constraints that may impact the implementation of the change

Section 7: Mitigation and Contingency Planning

- Strategies for mitigating identified risks and ensuring business continuity

- Contingency plans for unexpected events or outcomes

Section 8: Implementation Plan

- Timeline for implementing the change
- Milestones and key activities involved in the implementation process

Section 9: Review and Approval

- Request for approval from the Change Advisory Board (CAB) or other authorized representatives
- Sign-off by the requester and approver

Section 10: Post-Implementation Review

- Plan for reviewing the effectiveness of the change after its implementation
- Identification of lessons learned and opportunities for improvement

The ITIL Change Request Template is designed to facilitate a structured approach to managing changes, ensuring that all necessary information is collected and considered before implementing changes. This helps to minimize disruptions to IT services, reduce risks, and optimize business outcomes.

[itil](#), [cmdb](#), [srm](#), [csr](#)

ITIL Change Request Form

Change Request Information

Change Request ID: CR-XXXXX

Date: YYYY-MM-DD

Requester Name: Full Name

Department: Department Name

Contact Information: Email / Phone

Change Details

Title of Change: Brief Title

Change Type: Standard | Normal | Emergency

Priority: Low | Medium | High | Critical

Change Description

Detailed Description:

Provide a detailed description of the proposed change, including the rationale for the change and the expected benefits.

Affected Services/Components:

List all the services, components, or areas that will be affected by this change.

Change Plan:

Outline the steps required to implement the change, including any resources or tools needed.

Rollback Plan:

Describe the steps to revert the change if it is unsuccessful or causes unexpected issues.

Testing Plan:

Detail the testing procedures to ensure the change is implemented correctly and does not adversely affect other services.

Risk Assessment

Potential Risks:

Identify any potential risks associated with the change and the likelihood of occurrence.

Mitigation Strategies:

Explain the strategies to mitigate the identified risks.

Approval

Change Advisory Board (CAB) Review Date: YYYY-MM-DD

CAB Decision: Approved | Rejected | Pending Further Review

Approver Name: Full Name

Approver Signature: Signature

Approval Date: YYYY-MM-DD

Implementation

Scheduled Start Date: YYYY-MM-DD

Scheduled End Date: YYYY-MM-DD

Actual Start Date: YYYY-MM-DD

Actual End Date: YYYY-MM-DD

Implementation Status: Planned | In Progress | Completed | Rolled Back

Post-Implementation Review Date: YYYY-MM-DD

Review Outcome: Successful | Issues Identified

Additional Notes

Comments:

Include any additional comments or observations related to the change request.

This form is based on ITIL best practices for change management. Customize it as

necessary to fit your organization's specific processes and requirements.



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Related:

- [Project management](#)

External links:

- [ITIL Request for Change \(RFC\) Template | Process Street](#) —*process.st*
 - Introduction: Unless there is some kind of exceptional circumstance, no formal change in the IT space can be implemented without a Request for Change (RFC) form. In short, this form is the first step to making a change, and contains all information required for review and approval. It might not be so glamorous, but this basic
- [What to Include in an ITIL Change Management Template](#) —*walkme.com*
 - An ITIL change management template can streamline the ITSM workflow, reduce errors, and improve efficiency. Learn how to create a template in this post.

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A large, empty rectangular area with a thin border, occupying most of the page. It is intended for the user to enter the details of the change request.

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