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This IT Change request (**PLSL/ITC_F_01_00**) is to be provided by user in a structured form as in this format. The Change Request means to increase, decrease or modify any part of PLSL's technology solutions like <Toolyt>/<dot dot erp>/ and other future IT deliverables. It is a formal, written request that occurs after the project is underway.

The ability to control change is vital for any project to succeed. Without a change control process, the manager's ability to control scope, schedule, cost and quality is greatly diminished.

Why a Change Request needed?

The change request form is arguably the most important document in the change control process. It provides a single window for requesting a change. Once the change is requested, it gets documented as either approved, deferred, or disapproved. If approved, the IT team manages the change and the change gets implemented.

This change request form captures a description of the change, the reason for it, sections for impact analysis and a place to record the decision regarding the request. Lastly, this form captures the signature of the person who approved the changed.

Who Creates the Change Request?

A change request can be created by all users who are directly or indirectly are using the enterprise solution, the client, or another project stakeholder.

What Are the Inputs?

For filling the form the needed inputs are described along that section itself in the form to keep it simple and understandable.

How Is It Used?

The change request is used to formally request the change. It can include a request for corrective action, preventative action and defect repair. Once complete, it becomes submitted for approval or rejection. Like all other work activities, approved change requests become planned, executed, monitored and controlled and closed

What Is a Change Request Log?

Change request log (**PLSL/ITC_F_02_00**) is a document that's used to record all change requests that are received during the life of a project. As each change request is received, it becomes logged before it is sized and sent for approval, deferment, or rejection.

Besides providing a place to track every change request received, the change request log is useful for tracing the request from, at a single glance, he or she can see the status of each request.

What Is an Issue Log?

Most of the issues usually arise because of a changes done in the system, hence the Issue management is kept as a part of change management. An issue log (**PLSL/ITC_F_02_00**) is used to track all issues & complaints. It captures the issue, the proposed resolution/change, the assignment and the status of the issue. Once logged, an issue will be shared with the project team and assigned for resolution, if need be can also be shared with key stakeholders (like the show stoppers etc.). Proactive issue management improves the performance.

In case of an issue being a show stopper, will automatically become the 'TOP PROIRITY' Task for the project team.

CHANGE REQUEST FORM

[PLSL/ITC_F_01_00]

Application Name		CR Number	
Requestor		Request Date	

Describe the Requested Change

Describe the Reason for the Request

IT Risk Identification/Analysis (To be filled by Technical Team)

Impact Analysis	
Expected Benefits with this suggested change	Department impacted
1.	
2.	
3.	
Describe the impact of the suggested change to work that is already complete.	

Decision	
<input type="checkbox"/> Approved	<input type="checkbox"/> Rejected
<input type="checkbox"/> Approved with modifications	<input type="checkbox"/> Deferred
Justifications	
Additional Comments	

Approver's Name

Date

Signature

CHANGE REQUEST LOG [PLSL/ITC_F_02_00]

[PLSL/ITC_F_02_00]

Project Name		Date	
Project ID		Document Number	

[illegible]

ISSUE/COMPLAINT LOG (Tracking Sheet) [PLSL/ITC_F_03_00]

[PLSL/ITC_F_03_00]

Project Name		Date	
Project ID		Document Number	

[illegible]

**User can have additional columns added as per their convenience and for increased efficiency, however these above columns must be there.*