



IT CHANGE REQUEST (NON-STANDARD CHANGE)

Information Technology Division (ITD)
International Islamic University Malaysia

PART 1: CHANGE REQUEST INFORMATION

IT Change Title / Action Plan
Title and OnTrack ID :

Reason for Change :

☐

Moving from development to production

☐

Changes to production

☐

Others. Please specify:

Expected Outcome for
Change :

Change Implementation

Date

Time

Start

End

CHANGE URGENCY (Please tick only 1)

☐	Low	A change is justified and necessary, but can wait until the next scheduled release or upgrade.
☐	Medium	There is no severe impact, but rectification cannot be deferred until the next scheduled release or upgrade.
☐	High	Severely affecting some key users or impacting on a large number of users.
☐	Immediate	Putting life at risk. Causing significant loss of revenue or the ability to deliver important public services. Immediate action required.

Change IMPACT (Please tick (x))

Probability Of Failure

High	☐	☐	☐
Med	☐	☐	☐
Low	☐	☐	☐
	Low	Med	High

Impact in the event of Failure

PART 2: ENVIRONMENT AFFECTED BY THE CHANGE REQUEST

(Indicate the **ENVIRONMENT** that will be affected by the change request and **HOW** it is affected (you may choose more than **ONE** environment) and **WHO** is assigned to handle the affected **ENVIRONMENT**)

Tick √	Environment Affected	How is it affected?	Assigned To
	Application		
	Data / Database		
	Hardware		
	Software		
	Network		
	Security		
	Operating Systems/Utilities		
	Policy/Procedure		
	Process Flow		
	Technical Manual		
	User Manual		
	Internal Stakeholder		
	External Stakeholder		
	Others – Please specify		

PART 3: PERSONNEL INVOLVED IN THE CHANGE ACTIVITIES

(Indicate the **ENVIRONMENT** that will be affected by the change request and **HOW** it is affected (you may choose more than **ONE** environment) and **WHO** is assigned to handle the affected **ENVIRONMENT**)

Role	Name of Personnel Involved	Organization / Department
Change Coordinator		
Change Initiator		
Change Implementer in Testing Environment		
Change Implementer in Production Environment		
Change Tester		
Post-Change Support		
Configuration Update		
Others (please specify)		

PART 4: CHECKLIST RELATED TO CHANGE REQUEST ACTIVITIES				
No	Change Request Activities	Yes	No	NA
1	ICT service availability will be affected as a result of the change request activities			
2	Draft announcement related to ICT service unavailability with regards to the change request has been completed and will be submitted to the Incident Manager for announcement to the relevant stakeholders			
3	Personnel involved in the change request activities have been informed on their responsibilities			
4	Change implementation date is accepted by the representative of stakeholders (staff)			
5	Change implementation date is accepted by the representative of stakeholders (student)			

PART 5: ACKNOWLEDGEMENT FOR THE CHANGE REQUEST					
We hereby acknowledge that, this form has been completed for the fulfillment of the requirements for the change request as described in Part 1 to Part 4 of this form.					
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PART 6: FOR USE BY THE CHANGE REQUEST AUTHORITY																			
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