

## Change Request – Guidance Notes

To raise a Change Request on any aspect of LS/CMI users must complete a Change Request Form. Where possible, change request forms should be completed/ submitted by an LS/CMI Mentor. Copies of the Change Request Form must be sent to RMA Quality Assurance and the Change Manager (tbc).

Item	Description						
<p><i>Change Request Number:</i> (Allocated by Change Manager)</p>	The Specific Reference Number will be allocated by the Change Manager and communicated to the Change Request Originator for tracking the Change Request.						
<b>Originator:</b>	Name and contact details of the Originator of the Change Request.						
<b>Change Request Details:</b>	There are three elements within this section to be completed as detailed below.						
<i>Change Category:</i>	Please enter what/where requires change such as a specific section of the system e.g. Offender History – Offence Types or a specific functionality e.g. system report filters.						
<i>Detail:</i>	Please enter a brief description of the change including the justification for why the change has been requested.						
<i>Impact:</i>	Detail the impact of not having this change and/or workarounds being used to alleviate the current situation.						
<i>Priority:</i>	<p>Please propose a priority for the CR.</p> <table border="1"> <tbody> <tr> <td><i>Essential</i></td> <td>The implementation of the Change Request is essential as it is required to allow the user to operate the system correctly (as intended) or the workaround currently being adopted has major resource implications for the business.</td> </tr> <tr> <td><i>Important</i></td> <td>The implementation of the Change Request is not required immediately, however the impact on the business e.g. loss of work is substantial. (There are current workarounds in place)</td> </tr> <tr> <td><i>Optional/non-urgent</i></td> <td>The postponement of the Change Request until a beneficial point in time does not involve any considerable disadvantages to the business, as the system can function effectively. However, the system could benefit from the improvement outlined within the requested change.</td> </tr> </tbody> </table>	<i>Essential</i>	The implementation of the Change Request is essential as it is required to allow the user to operate the system correctly (as intended) or the workaround currently being adopted has major resource implications for the business.	<i>Important</i>	The implementation of the Change Request is not required immediately, however the impact on the business e.g. loss of work is substantial. (There are current workarounds in place)	<i>Optional/non-urgent</i>	The postponement of the Change Request until a beneficial point in time does not involve any considerable disadvantages to the business, as the system can function effectively. However, the system could benefit from the improvement outlined within the requested change.
<i>Essential</i>	The implementation of the Change Request is essential as it is required to allow the user to operate the system correctly (as intended) or the workaround currently being adopted has major resource implications for the business.						
<i>Important</i>	The implementation of the Change Request is not required immediately, however the impact on the business e.g. loss of work is substantial. (There are current workarounds in place)						
<i>Optional/non-urgent</i>	The postponement of the Change Request until a beneficial point in time does not involve any considerable disadvantages to the business, as the system can function effectively. However, the system could benefit from the improvement outlined within the requested change.						
<i>Date of Change Request:</i>	Please provide the date the Change Request Form is sent to RMA Quality Assurance/Change Manager.						
<b>Working Group Decision:</b>	[to be completed by the LS/CMI Working Group] Approval/Rejection of change request with an agreed rationale for this decision. If approved, the priority designation will be agreed and the Change Request Form will be submitted to the Change Control Board.						