

Change record

Copy this per change. If it does not fit on one screen, it is too long.

Field	Entry
Change ID	
Title	
Requested by	
Implementer (hands on keyboard)	
Type	Standard / Normal / Emergency
Standard template used (if any)	
Systems and CIs affected	
Dependent services	
Business impact (who notices, what they see, how long)	
Impact rating	Low / Medium / High
Likelihood of failure	Low / Medium / High
Risk score (from matrix)	Low / Medium / High
Implementation window (with time zone)	
Communications needed	Who is told, by whom, when
Validation plan (how you prove it worked)	
Rollback plan and how long it takes	
Approver and approval date	
Outcome	Success / Failed / Rolled back
Incident caused	Yes / No (incident ref)

Rules that make this record worth keeping:

- No rollback plan, no approval. "Restore from backup" is not a rollback plan unless you know how long it takes.
- The implementer is a named person, not a team.
- Approval is recorded before implementation, not after.

- Validation is something observable, not "looks fine".