

RFC #

CUSTOMER REFERENCE #

SECTION 1: Client Details

Company Name:

Contact Name:

Telephone #:

Email Address:

Date of Request:

Change Category (Standard/Minor/Significant/Major):

Urgent? (Yes/No):

Referenced Documents:

SECTION 2: Change Description

Please give full details of the required change. Include as much detail as possible including server names, IP Addresses, hardware/software details and reason for change etc.

SECTION 3: Implementation Plans

Please provide details of the requested implementation schedule for this change (if one has been decided). Include target dates for each stage of the implementation (eg: test systems, test stages, production systems, etc.) where applicable. List any prerequisites in this section.

Please also indicate if the change requires any planned downtime.

Requested Implementation Date & Time:



LONDON

Quantum House
22-24 Red Lion Court
London
EC4A 3EB
T: 0800 140 4080



CHIPPENHAM

Rowan House
Sheldon Business Park
Chippenham
Wiltshire SN14 0SQ
T: 0845 073 0001



MANCHESTER

Magnetic House
Waterfront Quay
Salford Quays
Manchester M50 3XW
T: 0845 345 0700

SECTION 4: Anticipated Results

Please state the success criteria for this change. How will you / Solar ascertain if the change has been implemented successfully?

SECTION 5: Back-out Plans

Please state what should happen if this change does not achieve the required results.

SECTION 6: Solar Details (to be completed by Solar)

Solar Contact Name:	Position:
Telephone #:	Email Address:
Change Approved for Implementation (Yes/No):	Date:

SECTION 7: Additional Tasks (for Solar internal use only)

ID	Task Detail & Ref #	Department	Duration
1			
2			
3			
4			
5			