

Change Management Checklist – Statement of Works



The list below identifies when a Statement of Works will be written by an engineer and distributed to the customer as part of our communication plan.

Work Description	In Hours (0900-1730)	Out of Hours (1731-0859)	Weekends / Bank Hols
System Upgrades	✓	✓	✓
Programming Work	✗	✓	✓
Scheduled Fault Fixes*	✗	✓	✓
Reboots**	N/A	N/A	N/A
Projects not yet live	N/A	N/A	N/A

*Unless part of an on-call ticket

**If said reboot causes further issues, then communications must be distributed.

