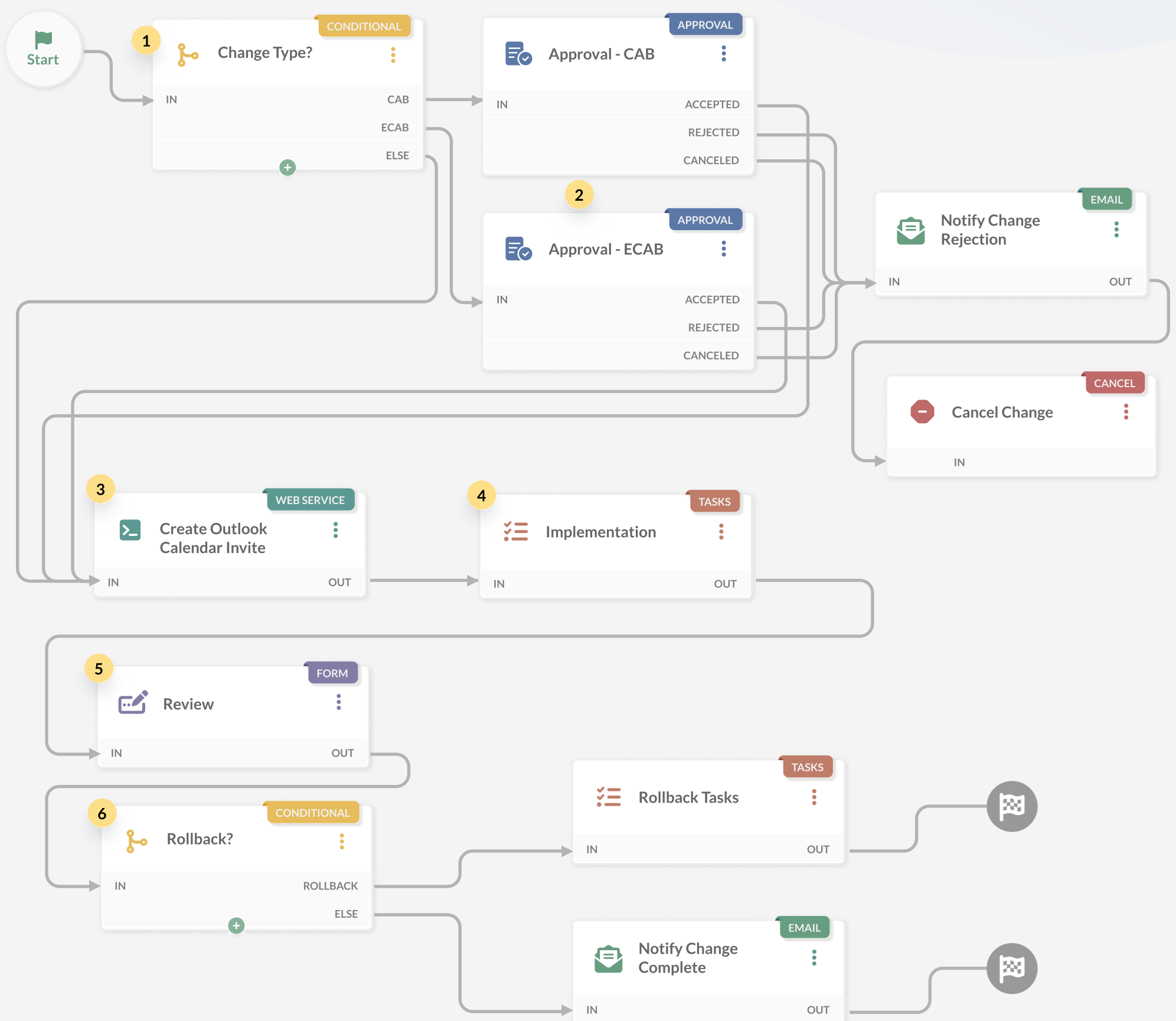


Change Request Workflow Template

This workflow template outlines the standard stages of the change request process. It serves as a practical guide to implement an effective program, but keep in mind to modify and adjust it to your organization's specific processes and guidelines.



1. Change type?

The workflow checks the type of change request to categorize it in ECAB, CAB, and ELSE based on the urgency and impact of the change.

2. Approval

The change request is forwarded to either the CAB or ECAB for approval, depending on its classification.

Outcomes:

- **A. ACCEPTED:** The change is approved for implementation and will move forward to step 3.
- **B. REJECTED/ CANCELED:** The change is either not approved because it doesn't meet the necessary requirements or canceled due to changed circumstances or priorities.

2B. 1. In both cases, an automated email notification is sent to the requester and other relevant stakeholders informing them.

2B.2. As the final stage, the canceled change step is triggered.

3. Create Outlook calendar invite

Once the change has been approved, an automatic integration with Outlook creates a calendar invite with the necessary meetings or implementation activities.

4. Implementation

Upon approval, the implementation phase begins. This step describes the full list of tasks that must be completed to move on to the next step.

5. Review

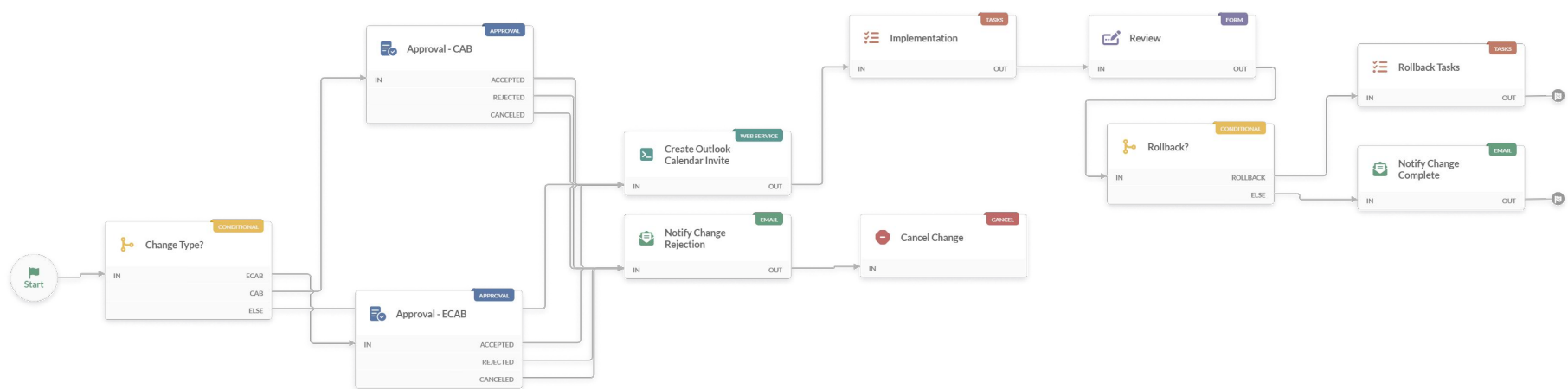
After the changes have been implemented, a review is conducted to ensure that the change meets the desired objectives. Here, a decision is made on whether a rollback is necessary or not.

6. Rollback trigger

Based on the previous point, you have two possible outcomes.

- **A. Rollback activities:** If a rollback is initiated, tasks are performed to revert the IT environment back to its original state.
- **B. Notify change complete:** An email notification is sent to all stakeholders indicating that the change process is complete.

Keep in mind that the template was designed vertically for visual purposes, but in the platform you will find it horizontally:



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