

Request for Change Impact Matrix

The impact of a change is determined by the scope and the urgency of the change to be performed and determines when a change must go through the CAB or other approval process.

The scope of the change indicates how many users are affected.

Minor: 1 or more individuals or a single department

Medium: 1 or more departments or a building

Mega: Multiple buildings or entire campus

The urgency of a change indicates how quickly the change must be deployed.

- Low: The change has little or no impact on day-to-day operations and can be scheduled several weeks in advance.
- Medium: The change addresses operational issues to which there are current work-arounds and can be scheduled at least one week in advance
- High: The change addresses operational issues that must be addressed within 1 - 7 working days. The system is functioning but at reduced efficiency.
- Emergency: The change addresses a severe operational deficiency that must be addressed now

Urgency	Emergency	Standard Change	Dept Manager Approval/ CAB notification	Chg Manager Approval/ CAB notification
	High	Standard Change	Dept Manager Approval/ CAB notification	Chg Manager Approval/ CAB notification
	Medium	Standard Change	CAB Approval	CAB Approval
	Low	Standard Change	CAB Approval	CAB Approval
		Minor	Medium	Mega
		Scope		