



Template Guide

What is a Change Request Form?

A Change Request Form (CRF) is a document which is completed by a member of a project to request a change. CRFs may be used to formally log any type of change request; however, the most frequent types of requests are for changes to the project's:

- Scope
- Deliverables
- Timescale
- Resources.

Change Request Forms typically include:

- Summary project information
- A description of the proposed change to the project
- A list of the business and system drivers requiring the change to take place
- The benefits and costs of implementing the change
- An overview of the impact of implementing/not implementing the requested change
- An approval section.

When to use a Change Request Form

CRFs are used during the 'Execution' phase of the project (i.e. the phase within which the products are constructed) as part of the Change Management Process. The CRF should be completed by the Change Requester and formally distributed to the Change Manager for review. The Change Manager will determine whether or not the form provides adequate information to submit to the Change Review Group for approval. The Change Manager may either request that more information be provided or initiate a Feasibility Study to further investigate the implications of the change proposed. Following the completion of either of these activities, the change documentation will be presented to the Change Review Group for approval. The Change Manager will monitor the status of the Change Request and communicate the final decision of the Change Approval Group to the Change Requester.

How to use this template

This document provides a guide on the topics usually included in a CRF. Sections may be added, removed or redefined at your leisure to meet your particular business circumstance. Example tables, diagrams and charts have been added (where suitable) to provide further guidance on how to complete each relevant section.