

CUSTOMER EXPERIENCE  
CHANGE REQUEST (CR) TEMPLATE



Request for:  Pre-production  Live  Information Only

**SECTION 1 – CHANGE OVERVIEW**

<b>Change Request Number</b>			
<b>Title</b>			
<b>Change Details</b>			
<b>Business Benefits</b>			
<b>Change Initiator Details</b>	Name:	No:	
<b>Peer Reviewed by</b>	Name:	No:	
<b>Reason for Change</b>	<input type="checkbox"/> Project <input type="checkbox"/> Incident <input type="checkbox"/> Problem <input type="checkbox"/> SIP <input type="checkbox"/> Release <input type="checkbox"/> Other – provide details		
<b>Associated Reference(s)</b>			
<b>Start Date/Time</b>	<b>Pre-production</b>		
	<b>Live</b>		
<b>End Date/Time</b>	<b>Pre-production</b>		
	<b>Live</b>		
<b>Date/Time when Success of the Change can be Confirmed</b>	<b>Pre-production</b>		
	<b>Live</b>		
<b>Change Type(s)</b>	<input type="checkbox"/> Hardware		
	<input type="checkbox"/> Network		
	<input type="checkbox"/> Application/Software		
	<input type="checkbox"/> Other – provide details		
<b>Change Sub-type(s)</b>	<input type="checkbox"/> Install <input type="checkbox"/> Un-install <input type="checkbox"/> Release <input type="checkbox"/> Upgrade <input type="checkbox"/> Decommission <input type="checkbox"/> Break-fix <input type="checkbox"/> Relocate <input type="checkbox"/> Back-up <input type="checkbox"/> Maintenance		
<b>Deployment Method</b>	<input type="checkbox"/> Automated <input type="checkbox"/> Manual		
<b>Urgency – Details (if not Low)</b>	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High		
<b>Release Management Engaged</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes		
<b>Release Name/Number</b>			
<b>Implication(s) of not implementing the change</b>			
<b>Dependency</b>			

**SECTION 2 – RISK DETAILS**



<b>Complexity of Implementation</b>	<input type="checkbox"/> Routine Task – implemented successfully multiple times <input type="checkbox"/> Simple – implemented previously <input type="checkbox"/> Simple – not implemented previously <input type="checkbox"/> Fairly Complex to Implement – but similar changes implemented previously <input type="checkbox"/> Extremely Complex – has not been implemented previously	
<b>Have similar change(s) been previously implemented – add references</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes	
<b>Potential risk to live service during implementation – Details</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	
<b>Potential risk to End Users During Implementation – Details</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	
<b>Risk to Service Continuity – Details</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	

**SECTION 3 – IMPACT DETAILS**

<b>Service(s)</b>	<input type="checkbox"/> Oyster Online	<input type="checkbox"/> Fares and Aggregation Engine (Oyster)
	<input type="checkbox"/> Oyster Professional User System (OPUS)	<input type="checkbox"/> Central System (CS)
	<input type="checkbox"/> Journey History Services	<input type="checkbox"/> FTP – CASC
	<input type="checkbox"/> Self Serve Refunds	<input type="checkbox"/> FTP – PARE
	<input type="checkbox"/> Octagone	<input type="checkbox"/> FTP - FAE
	<input type="checkbox"/> OCTA	<input type="checkbox"/> FTP – Master Data (Base Data)
	<input type="checkbox"/> Photocard Online	<input type="checkbox"/> Single Sign On (SSO)
	<input type="checkbox"/> InNovator	
<b>Business Areas Impacted</b>	<input type="checkbox"/> Analytics <input type="checkbox"/> Dataware House	<input type="checkbox"/> CCO (Contact Centre Operations)
	<input type="checkbox"/> Revenue Policy	<input type="checkbox"/> CE Service Desk
	<input type="checkbox"/> Marketing	<input type="checkbox"/> Cubic
	<input type="checkbox"/> TfL IM	<input type="checkbox"/> Novacraft
	<input type="checkbox"/> Journey Call	<input type="checkbox"/> Level 3
	<input type="checkbox"/> Rackspace	
<b>Potential Impact to Live Environment - Details</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	
<b>Potential Impact to End Users - Details</b>	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	
<b>Downtime Required – Downtime Details</b>	<input type="checkbox"/> Yes – impacts end users <input type="checkbox"/> No – no impact to end users	From: To:
<b>Describe Nature of impact</b>		

**SECTION 4 – CONFIGURATION AND DOCUMENTATION DETAILS**

Configurable Items (CIs) – Changed	Current	
	Resultant	
Configurable Items (CIs) Associated/Impacted		

**Documentation – If the document(s) are restricted, please indicate**

Document Type	Name of Document	CI Reference	Document Version		Status	Comments
			Current	updated		
Data Centre Design (DCD)						
High Level Design (HLD)						
Low Level Design (LLD)						
Build Instruction (BI)						
Test Plan/Test Exit Report						
Implementation Plan						
Deployment Guide						
Communication Plan						
Other						

**SECTION 5 – IMPLEMENTATION AND BACK-OUT STEPS**

**Implementation Steps**

No	Task	CI	Start Date/Time	End Date/Time	Resource Assigned
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		Pre-production	Live	Pre-production	Live	Pre-production	Live	Pre-production	Live
1									
2									
3									
4									
5									

<b>Total Duration for implementation in live</b>	
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**Back-Out Steps**

No	Task	CI		Start Date/Time		End Date/Time		Resource Assigned	
		Pre-production	Live	Pre-production	Live	Pre-production	Live	Pre-production	Live

1									
2									
3									
4									
5									

<b>Do the steps result in complete back-out of the change</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Applicable
<b>If No or Not Applicable, please provide reason(s)</b>	
<b>Is there a point in time when this back-out will no longer be valid (e.g. once users log on and perform certain tasks)</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes
<b>If Yes, please provide details</b>	

<b>Total Duration for Back-out</b>	
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**SECTION 6 – TESTING**

**Pre-implementation testing**

<b>Has change been fully tested and signed off in an approved test environment</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Partially Tested
<b>If no or partial testing was done, please provide reason(s)</b>	<input type="checkbox"/> Out of scope for current configuration of the test environment <input type="checkbox"/> Test Environment can only be partially configured <input type="checkbox"/> Issue cannot be re-created in test environment <input type="checkbox"/> Other – please provide details
<b>Has the back-out been tested</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Applicable
<b>Has the testing been signed of by Test Management</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Applicable
<b>Are any defects being transferred to live as part of this change</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Applicable
<b>If Yes, provide details of defects and who signed off the transfer to live</b>	
<b>Has any defects been transferred to Knowledge Management</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Applicable

**Post Deployment Testing**

<b>Type of post implementation testing to be done</b>	<input type="checkbox"/> Regression <input type="checkbox"/> UAT <input type="checkbox"/> Live Proving <input type="checkbox"/> Other – <i>please specify</i>
<b>Organisation engaged to carry out testing</b>	<input type="checkbox"/> CE – Test Management <input type="checkbox"/> CE – DevOps <input type="checkbox"/> CE – Business (CCO, Marketing, Analytics, Revenue Policy) <input type="checkbox"/> CE – Service Desk <input type="checkbox"/> TfL – IM <input type="checkbox"/> Cubic <input type="checkbox"/> Rackspace <input type="checkbox"/> Novacraft <input type="checkbox"/> Level 3 <input type="checkbox"/> Other – <i>please specify</i>
<b>Has the post implementation test requirement(s) been shared</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Applicable
<b>If above is No or Not Applicable, please provide reason(s)</b>	
<b>If business is not carrying out live proving, please provide reason(s)</b>	

**Verification Steps**

No	Test Script	Expected Result(s)	Name of Resource	Organisation	Duration
1					

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2					
3					
4					
5					

<b>Total Duration for Post Implementation Testing</b>	
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**SECTION 7 – ADDITIONAL REQUIREMENTS**

Ensure the following requirements have been accounted for as part of this change:

<b>Are all resources confirmed (including testing)</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Has all necessary end-user communication taken place</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Has an implementation walk-through taken place with implementation resources</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Are there any security implications as a result of this change (PCI-DSS)</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	
<b>Does this change need to be replicated in a DR environment</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Does this change impact Service Continuity/Availability</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Does this change impact current SLA</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Will this change CCO/Customer Systems and therefore require additional training for CCO</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Will this change the way CCO Agents interact with Customers and therefore require training for CCO Agents</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Will this change reporting information used/consumed by CCO Agents</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Has the necessary support agreement put in-place</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Has escalation points and contacts agreed</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable	<i>provide details</i>
<b>Who will manage the overall implementation (including checkpoint updates and escalation)</b>		

**SECTION 8 – CLASSIFICATION (To be completed by Change Management)**

<b>Change Category</b>	<input type="checkbox"/> Standard <input type="checkbox"/> Minor <input type="checkbox"/> Significant <input type="checkbox"/> Emergency
<b>Priority</b>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
<b>Urgency</b>	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Emergency
<b>OOH:</b> (after 18:00 hrs to 08:00 hrs or weekends)	<input type="checkbox"/> Yes <input type="checkbox"/> No