

Change Requester Workflow

Version 1.0 | Owner: Femi Olaseni (Change Manager)

1.0 Introduction

This document explains how to raise a change request and what happens after you submit it. It is designed to be self-explanatory so staff can submit high-quality requests first time, and understand the approval routes and expected timelines.

2.0 Objectives

- Provide a clear, consistent process for requesting changes.
- Ensure changes are documented, risk assessed, and appropriately approved before implementation.
- Reduce disruption by confirming impacts, dependencies, scheduling, and communications upfront.
- Enable efficient implementation, validation, and closure with an auditable record in the portal.

3.0 Scope

Applies to both technical and non technical changes that may affect services, users, operations, compliance, or customer experience. This includes IT changes (releases, configuration updates, bug fixes), business or process changes (policy/process updates), and documentation or communications changes (guidance, templates, customer or internal comms).

4.0 Workflow steps

Step 1: Identify the need for change

Raise a change when you need an update, improvement, fix, or control (technical, process, policy, documentation, or communications).

Step 2: Submit the change request in the ERP portal

Log the request using the portal URL below and complete all mandatory fields. The portal generates a Change Request ID once submitted.

Step 3: Initial review and clarification

The Change Manager performs an initial quality check to confirm the request is complete, correctly classified, and ready for assessment. You may be asked to clarify or update information. If key details are missing, the request may be deferred or rejected.

Step 4: Assessment and approval route

Low risk, straightforward requests may be Fast-Tracked. Higher risk or wider impact requests are reviewed by the Change Control Board (CCB). Possible outcomes: Approved, Approved with conditions, Deferred, or Rejected.

Step 5: Implementation

If approved, the relevant delivery team implements the change in the agreed window and records the outcome (including rollback or reversal if required).

Step 6: Validation and closure

After implementation, the requester (or nominated service owner) confirms whether the intended outcome was achieved. If successful, confirm closure in the portal. If issues remain, report promptly so corrective action can be logged.

5.0 ERP portal and mandatory fields

Portal URL: <https://erp.ebsafr.com/app/change-request/new-change-request-1>

Mandatory fields (complete these to avoid delays):

- Requester details (name, email, department, role)
- Change type and urgency level
- Change description (what, why, expected outcome)
- Business impact assessment (impact if not implemented)
- Timeline and cost implications
- Risks and mitigation strategies
- Dependencies
- Supporting attachments
- Method of Procedure

6.0 Service levels

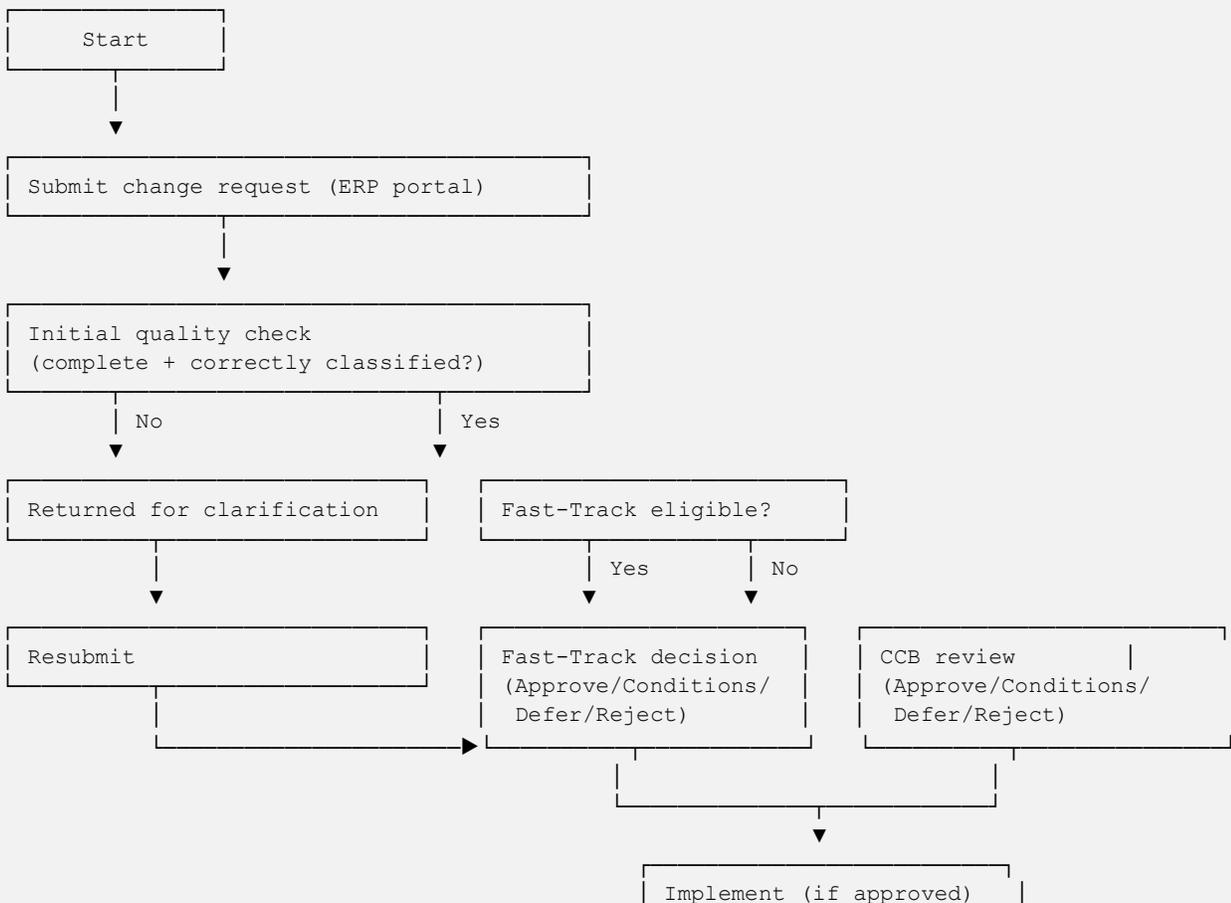
Indicative turnaround times (assuming the request is complete):

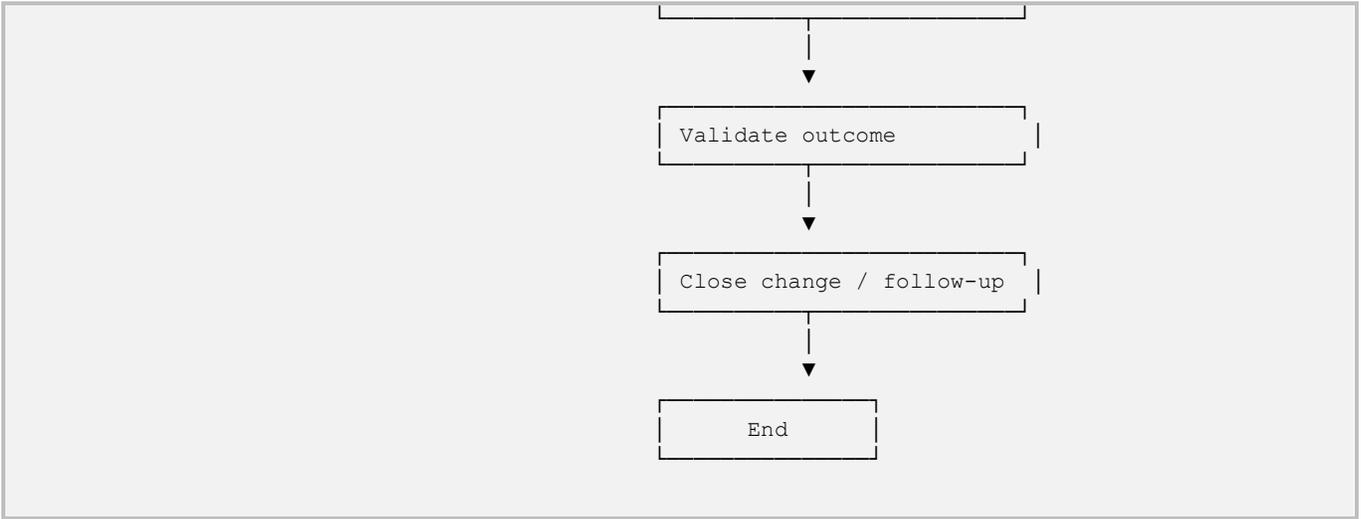
- Acknowledgement of new request: within 1 working day
- Initial quality check outcome (accepted / clarification / returned): within 2 working days
- Fast-Track decision: within 2-3 working days
- Non-Fast-Track decision: at the next CCB meeting

Quick View

Start → Submit request → Initial quality check → Route (Fast-Track or CCB) → Decision → Implement → Validate → Close

Flowchart





CONTACT

Change Manager: Femi Olaseni | Email: femio@ebsafr.com

GLOSSARY

ERP: Enterprise Resource Planning

CCB: Change Control Board