

**CHANGE REQUEST FORM**

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FluidOne

# Change Request Form

If a Standard Change (see Change Management Guide) is required, the Customer should complete ‘Part A’ of the Change Request Form and submit to ChangeManagement@fluidone.com.

The Change Management mailbox is monitored between the hours of 07:00 and 19:00, on Business Days only. FluidOne will endeavour to complete Standard Changes in two Business Days, between the hours of 07:00 and 19:00. A change required in an expedited fashion will be deemed an Emergency and a change required outside of the standard change window will be deemed Non-Standard.

Parts B and C of the form are intended for more complex change requests, deemed non-standard, that will be overseen by a Project Manager.

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| **PART A: Overview of change and contact details (Customer completed)** |
| **Change title:** |  |
| **Reason for change:** |  |
| **Description of proposed change and any pertinent information:**Refer to the Tables 1 to 4 for detail specific to devices/requests. |  |
| **Site name(s):** |  |
| **Device name(s) and IP addresses:** |  |
| **Emergency Change?**A change required in an expedited timescale. |  |
| **Requester name:**Email to be received from the customer domain or trusted 3rd-party. |  |
| **Requester contact number and email address:** |  |
| **Authoriser name:**The individual should be in copy on the email request. |  |

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| **Table 1: Firewall Rule Changes** |
| **Source IP Address** | **Destination IP Address** | **Service** | **Protocol** | **Port** | **Accept OR Drop** | **Add OR Remove** |
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| **Table 2: URL/Content Rule Changes** |
| **Uniform Resource Locater (URL)** | **IP Address/Content Category** | **Block/Allow** |
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| **Table 3: VPN Changes** |
| **General Settings:**Customer Gateway, Customers 3rd Party Gateway and Pre-share Key |  |
| **Phase 1 Proposal:**Authentication Method, DH Group, Encryption Algorithm, Hash Algorithm, Lifetime and Mod. |  |
| **Phase 2 Proposal:**PFS, Encapsulation, Encryption Algorithm, Authentication Algorithm, Lifetime and Encryption Domain |  |

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| **Table 4: Encryption Domain** |
| **Source Subnet** | **Source Subnet Mask** | **Source Port** | **Destination Subnet** | **Destination Subnet Mask** | **Destination Port** |
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| **PART B: Assessment and Planning (FluidOne completed)** |
| **Impact of Change:** |  |
| **Scope of Change -** | **Users:** | **Departments:** | **Locations:** |
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| **Implementation Plan:** |  |
| **Testing Plan:** |  |
| **Fall-back/Contingency Plan:** |  |
| **Communications Plan:** |  |
| **Estimated Implementation Time:** |  | **Estimated Fall-back Time:** |  |
| **Change window opens:**Include date and time. |  | **Change window closes:**Include date and time. |  |
| **Effort Required:**In hours and minutes. |  | **IT Resource Allocated:** |  |

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| **Approval to Proceed** |
| **Implementer** | **Customer** | **FluidOne** |
| **Name** |  | **Name** |  | **Name** |  |
| **Title** |  | **Title** |  | **Title** |  |
| **Organisation** |  | **Organisation** |  | **Organisation** |  |
| **Date** |  | **Date** |  | **Date** |  |

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| **PART C: Implementation (FluidOne completed)** |
| **Actual Start Time/Date:** |  | **Actual End Time/Date:** |  |
| **Staff Involved (with affiliation):** |  |
| **Communication/ Implementation/ Test Activity or Phase** | **Activity** | **Time/Date** |
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| **Fall-back (if applicable)** | **Reason** |  |
| **Hand back Testing (FluidOne)** | **Observations** |  |

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| **Change Complete** |
| **Implementer***(signature)* | **Customer***(signature)* | **FluidOne***(signature)* |
| **Name** |  | **Name** |  | **Name** |  |
| **Title** |  | **Title** |  | **Title** |  |
| **Organisation** |  | **Organisation** |  | **Organisation** |  |
| **Date** |  | **Date** |  | **Date** |  |

