Emergency RFC Process

Submitted RFC tagged as Emergency RFC (broken item)

Change needed immediately

- Yes
  - CM evaluates impact & sets RFC status to Approved
  - Requester gets notification of Approval
  - Communication Needed
    - Yes
      - Send IT Bulletin or may be handled via NOC posting
    - No

- No
  - CM sets status to Vote Required
  - CAB sent email for Vote approval

Time interval

Any CAB objections

- Yes
  - Requester & CM get email notification (Status= On Hold)
  - Contact Requester & address issues
- No
  - Change Manager Approves RFC
    - Notify CAB of approval
    - Change Occurs
      - Every 24 after scheduled date of change, email is sent to Requester asking them to set Change Result = Successful
      - Requester sets Change Result = “Successful”
      - Status set to “Completed”
      - Email sent to Change Manager that RFC is Completed
      - RFC Ticket Closes

Validation Phase

Change Occurs

- Requester sets Change Result = “Successful”
- Status set to “Completed”
- Email sent to Change Manager that RFC is Completed
- RFC Ticket Closes