Unplanned RFC Process

(Includes exploits/security issues)
Status = Vote Required, change type=Unplanned

Submitted RFC tagged as Unplanned RFC (occurring before next CAB)

CM evaluates and emails CAB for Vote approval

Time interval

Any CAB objections

Yes ➔ Requester & CM get email notification (Status= On Hold)

No ➔ Contact Requester & address issues

Change Manager Approves RFC

Notify CAB of approval

Requester gets notification of Approval

Communication Needed

Yes ➔ Send IT Bulletin

No

Validation Phase

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