Requester submits a RFC Form

Form fields included:
- Change Type (Normal, Emergency, Unplanned)
- Title, Date/Time for Maintenance, Duration
- Announcement Text
- Communications Needs
- SCDHSS Affected (checkbox)

Email sent to Change Manager alerting for New RFC (Status = requested)

Is RFC related to any SCDHSS system or service? Yes → Contact Requester to get Security Risk Assessment No → RFC status = Hold

Has OISP done Security Risk Assessment? Yes → Change Manager sets status based on type (Change type = "Normal, pre-approved, emergency, unplanned") (Status ="Pending CAB or Vote Required") No → Unplanned RFC or Emergency RFC

Unplanned RFC or Emergency RFC Yes → Emergency and Vote Required RFC Process (Broken item) No → Pre-Approval Process and (Status=Notify Approval)

Pre-Approval Change Manager Reviews RFC Accepted → CM sets Status = Pending CAB

Set Status = Hold 

Contact Requester to resolve issues

RFC added to CAB Agenda (Status = On agenda)

Change Manager manually adds RFC to Forward Schedule of Change Calendar

Change Advisory Board

CAB Meeting to Review RFCs

Based on CAB review, CM sets RFC status to Approved or Rejected

CAB Approved RFC Yes → Requester gets email of approval

No → Requester gets email of denial

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