

## How to enter an RFC

Modified: 2011-12-06 10:25:49 By: [Joe Bernhard](#) Access: sensitive SME: [System Direct Link](#)  
Tags:

To enter a Request for Change or RFC you will need to go to [rfc.it.utah.edu](http://rfc.it.utah.edu) and log in using CAS credentials.

The following are the steps needed to complete the RFC:

1. Log into the RFC tool.



RFC: Please Login

Please log in using your network credentials.

Employee ID: u0575903

Password: .....

Clear Form Login

2. Click on the "Create RFC" tab



[Open the RFC calendar](#) | [Open the Timeline](#) | [Moratoriums](#) | [Logout](#)

Refresh Create RFC Standard Change List

3. In the "Team" field you will need to use the drop down picker to select the team that you work for.



\*Submitter: Joe Bernhard

Team: [dropdown arrow]

4. At the "Service Impacted" drop-down menu you select what service is impacted. If it is not listed use the "other" for your selection (if you would like your service added please contact the Change Manager). **NOTE:** If the work takes place with an asset located in the Komasa, Park, or Marriot library you will need to select the appropriate data center as the

service impacted.

\*Service Impacted:

5. The "**Parent RFC**" field allows you to enter the RFC number of the Parent RFC.

Parent RFC:

6. You will need to select the urgency of the RFC. The Urgency helps the Change process make the assessment for scheduling.

\*Urgency:

  
\*Im Low  
Medium  
High

7. The "**Service/Equipment being changed**" field will need to contain the information of what is being changed. For example: We are replacing a server (HDKB18) in the Komasa Data Center Row A Rack 5 u31 with new hardware.

\*Service/Equipment being changed (be specific):

8. The "**Impact**" drop down menu will allow you to list how many people could be potentially impacted by the change. By accurately representing the numbers this helps the change process to make reliable assessments for reporting to leadership.

\*Impact:


  
\*Ris <25  
25-250  
251-1,000  
>1,000

9. The "**Brief Description**" field allows you to briefly describe the work taking place during the change.

\*Brief description (25 words or less):

10. The "**Risk of Failure**" drop down will allow you to provide a self assessment of the risk to the organization of the change.

\*Risk of Failure:



\*Ca

Low  
Medium  
High

11. The "**Reason for the Change**" field allows you to explain why the change is needed and who is requesting the change.

\*Reason for change (25 words or less):



12. The "**Category**" drop down selector allows you to select the various categories.

1. Major RFC's will be used for changes that have a large impact to a Tier 1 service.
2. Minor RFC's will be used for changes that have a lower impact on services but do not qualify as a standard change.
3. Urgent RFC's are used for changes that are under the 10 day window allowed for changes and need to be completed quickly.
4. Emergency RFC's are used to provide a break fix for an incident. (NOTE: Emergency RFC's need an Altiris incident listed in the brief description field.)


\*Category:



Minor  
Major  
Urgent  
Emergency

13. The "**Change Details**" field allows you to provide the steps involved in the change. The details should include a change plan, implementation plan, and validation plan.

\*Change plan details:



14. The "**Start/Time of Change**" and "**End/Time of Change**" will allow you to select the date and time from a calendar of when you would like to start your change and end the change.

\*Start Date/Time of change: 12/5/2011 12:00:00 PM

\*End Date/Time of change: 12/5/2011 12:00:00 PM

*NOTE:* This date is subject to change depending on input from the Change Process.

15. The "**Describe any Service Disruptions this might cause**" field allows you to provide input on who will be impacted, any dependencies that rely on your services, and what the end user will see during your change.

\*Describe any service disruptions this change might cause (or type "none", if applicable):

*NOTE:* This should include a "worst" case scenario if the change were to go opposite of what is expected.

16. The "**Impact if not Implemented**" gives you the opportunity to add details if for some reason the change needed to be rescheduled or did not go as planned and needed to be redone.

\*Impact if not implemented:

17. The "**Back-out Plan**" field allows you to provide details on how the change will be reversed if necessary. Every change should have this portion filled out.

\*Back-out plan:

18. The "**Which Workstation(s)/Server(s)/ and or Network Devices will this change affect?**" field allows you to list out what physical items are going to be impacted due to the change.

**Which workstation(s), server(s), and/or network device(s) will this change affect?**

19. The "**Worker Notes**" field allows people involved in the change to make notes that are attached to the RFC.

**Worker Notes:**

20. The "**Display on Help Desk sites**" drop down menu allows you to select which help desk website the change will be displayed. If unsure select the option for "both" help desks.

\*Display on Help Desk sites for:

21. "**This has been Reviewed by Peers Section**" allows you to select if you had a peer review and then who reviewed the RFC.

\*This has been reviewed by peers:

True  False

Who has reviewed this?

22. The "**Other Teams Section**" will allow you to select if other teams are needed with the change and if you have contacted them. *NOTE:* Use this area to list out who will be

needed to help in the change and what role they will need to take during the change.

\*Other teams need to assist in making this change:

True  False

\*Have these other teams been contacted?

Which teams are needed? (please list all)

What do these other teams need to do?

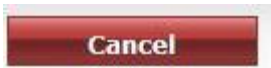
23. Once the RFC has been completed you will have four options:

1. You can "Cancel" the RFC and return to the main RFC tool page. NOTE: You will lose all information.
2. You can "Clear" the form and reset all fields to blank. You will lose all information on the form
3. You can "Save" the RFC for later in a draft form.
4. You can "Submit" the RFC for processing.



24. If you have picked "Submit" you will have three options:

1. You can "Cancel" the RFC.



2. You can edit the RFC by selecting "Make Changes".



3. You can "Confirm" the RFC. If you select to confirm the RFC, it will be submitted to the change process for review.



25. By selecting "Confirm" a confirmation message will appear at the top of the RFC giving you the number.

**The following information has been saved for RFC number 14908.**