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<td>Department/function:</td>
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<td>Effective from:</td>
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**VERSION HISTORY**

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<th>Author</th>
<th>Change</th>
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<td>21/01/2022</td>
<td>Aidan Fay</td>
<td>Created</td>
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</table>
PROCEDURE

1. CREATE A NEW EMERGENCY CHANGE RECORD

First, open the change workspace.

Select the New button and then select templates>emergency

The emergency change window will open with the analyst as the change owner and a type of change as emergency:
Set the Service that the Emergency Change relates to:

![Ticket Information Form]

Complete the Summary, Emergency Change Justification, Description and Required Date fields under the Details tab:

![Change Information Form]

2. **COMPLETE THE CHANGE INFORMATION**

Complete the change information tab; you must complete all fields. Where a field is not required, enter NA
3. COMPLETE THE CHANGE ASSESSMENT

Go to the Change Assessment tab.

Select the entries on questions 1-5 to set the risk level.

The change level is automatically updated on the ticket information.

Save the Record.

4. SELECT AN ECHANGE APPROVER

Select an EChange Approver by clicking on Record EChange Approval and selecting the start date and end date:
The Change has now been approved:

- **Type of Change:** Emergency
- **EChange Approver:** Richard Goddard
- **Notify all analysts:**
- **Implementation Start Date:**
- **Implementation End Date:**
Save the record

← LIST VIEW SAVE