


# CHANGE REQUEST FORM

Change Request Form			
System Name	Exchange	Change ID Number	
Change Sponsor		Change Manager	Josephat Chitakatira
Change Requested By	Gift Ndlovu	Scope Change Number (Must match Change Log entry)	CR0088
Signature		Change Category (Updates/Patching/ System Configuration)	Update
Date of Request	09/10/2025	IS Section	Infrastructure
Implementation Date	10/10/2025	Time Required	3 days

Change Request Detail	
<b>Type of Change</b> <input checked="" type="checkbox"/> Business Change or Need <input type="checkbox"/> Funding Source Plan Change <input type="checkbox"/> Scope Change or Need <input type="checkbox"/> Schedule Change <input type="checkbox"/> Error Correction <input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Other	<b>Description of the change requested with rationale</b> <p>This change involves upgrading the existing Microsoft Exchange Server 2019 environment to Exchange Server Subscriber Edition, as part of Microsoft's lifecycle transition plan. The Subscriber Edition ensures continued support, security updates, and feature enhancements beyond the mainstream support end date of Exchange 2019.</p> <p>The upgrade will maintain the existing organization configuration, mailbox databases, and transport architecture, while introducing updated licensing and feature sets aligned with Microsoft 365 hybrid readiness.</p>
<b>Priority</b>	<input type="checkbox"/> 1 - <b>Critical:</b> "I can't move forward until this change is resolved." <input checked="" type="checkbox"/> 2 - <b>High:</b> "I'm fine for right now, but unless this change is resolved by the due date, I won't be able to move forward." <input type="checkbox"/> 3 - <b>Normal:</b> "I'm fine for the right now, but this may impact my ability to move forward in the near future." <input type="checkbox"/> 4 - <b>Low:</b> "This change is not impacting my ability to move forward."
<b>Benefits of Proposed Change</b>	<ul style="list-style-type: none"> <li>Exchange Server Subscriber Edition provides continuous feature updates and enhanced security.</li> <li>Ensures compliance with Microsoft's supported Exchange versions for hybrid environments.</li> <li>Mitigates risks of operating unsupported or unpatched messaging servers.</li> <li>Aligns with IT strategy for lifecycle management and operational excellence</li> </ul>
<b>Impact Severity</b>	<input type="checkbox"/> 1 - <b>Critical Impact:</b> Threatens the success of the program <input checked="" type="checkbox"/> 2 - <b>High Impact:</b> Significant disruption to program schedule, cost, or quality <input type="checkbox"/> 3 - <b>Normal Impact:</b> Progress disrupted with manageable extensions to short-term schedule and cost <input type="checkbox"/> 4 - <b>Low Impact:</b> Exposure is slight
<b>List of Impacted Deliverables</b>	<b>Potential Impacts:</b> <p>Temporary service disruption during Exchange services restart.</p> <p>Possible reconfiguration of load balancer health probes.</p>

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	Client reconnection delays during service switchover.
	<b>Affected Services:</b>
	Internal and external email services
	Outlook Web Access (OWA)
	ActiveSync / Mobile clients
	Exchange Management Shell and EAC
<b>Financial Impact (\$)</b> <i>(Estimated Cost of the Change)</i>	
<b>Schedule Impact (days)</b> <i>(Time Required for the Change)</i>	3 days
<b>Resources Required for Change</b>	
<b>Impact Summary</b>	
<b>Proof of Test</b>	
<b>1.Test Results:</b>	
<b>2.Roll-Back Plan</b>	
<b>3.Documentation /Procedure Required:</b>	

<b>Change Request Authorization</b>		
Who has the authority to approve this type of change?	<input type="checkbox"/> Advisory Board <input type="checkbox"/> Steering Committee <input type="checkbox"/> Executive Sponsor	<input checked="" type="checkbox"/> Change Manager <input type="checkbox"/> Customer/Stakeholder <input type="checkbox"/> Other:
<b>Change Requests Status</b>	<input type="checkbox"/> Change Request Open <input type="checkbox"/> Change Request Approved <input type="checkbox"/> Change Request Rejected <input type="checkbox"/> Change Request Closed <input type="checkbox"/> Deferred for review at later date	
<b>Budget Reviewed and Approved by</b> If funding is sourced separately by a department		Date:
<b>Authorizing Signature</b>		Date:
<b>IS Security Signature</b>		Date:
<b>Change Manager Signature</b>		Date:

<b>Change Request Approval</b>		
<b>Implemented By:</b>		
<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

## CHANGE REQUEST FORM

<b>Verified By:</b>		
<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Accepted By:</b>		
<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Reviewed By:</b>		
<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

<b>Change Closure:</b>	
Was the change successful? <b>Yes / No:</b>	
If <b>No</b> , give a brief description of problem(s) encountered and your recommendation:-	