



Request for Change (RFC) Process

Version 2.0

1. RFC Roles & Responsibilities

The Request for Change (RFC) consists of the following roles:

Roles	Responsibilities
Department Requester	<ul style="list-style-type: none"> Fills out the RFC Form Submits the RFC Form to the FI\$Cal Service Center (FSC) by attaching it the Incident created
Department Approver (DAD)	<ul style="list-style-type: none"> Reviews and approves the RFC prior to submission to the FSC
FI\$Cal Service Center (FSC) L2	<ul style="list-style-type: none"> Reviews Incident to see if Defect or Enhancement <ul style="list-style-type: none"> Reviews Functional Design (FD) Works with ITD Liaison to assign Developer to review Technical design (TD) Works with ITD Liaison to see if State can do the work Creates RFC from Incident and closes Incident if Enhancement Communicates with customer <ul style="list-style-type: none"> Sends RFC to customer Reviews RFC for completion Identifies all Configuration Items (CI) to be created, updated and/or deleted Provides status to customer upon request

2. RFC Process

Below lists the Request for Change (RFC) process for every Incident that is opened with FI\$Cal.

Step	Description
5	FSC L2 attaches Request for Change (RFC) Form to Incident and sends it to Requestor.
5.1	Requestor fills out the RFC Form.
5.2	<DECISION> Department Approver (DAD) has reviewed and approved the RFC Form? If Yes, go to Step 5.2.1. If No, go to Step 5.2.2.
5.2.1	Requestor attaches completed RFC Form to Incident or works with the FSC L2 staff to attach it.
5.2.1.1	FSC L2 reviews the RFC Form for completeness.
5.2.1.2	<DECISION> RFC Form is complete? If Yes, go to Step 6. If No, go to Step 5.2.1.3.
5.2.1.3	Requestor updates the RFC Form, then goes back to Step 5.2.1.
5.2.2	FSC L1 updates the Incident to "Withdrawn", then goes to Step 5.2.2.1.
5.2.2.1	FSC L1 closes the Incident.
5.2.2.2	(END) FSC L1 confirms with Requestor.
6	FI\$Cal Enterprise Intake Triage Committee reviews the RFC Form, documents the decision and next steps.

3. RFC Process Workflow

