ITSM Change Request Process for Incident Mgt Steady State

**IT Staff Requestor**
- Identify an ITSM Change Need. (Template, Script, Modification, etc.)
  - Fill out request worksheet and submit in Remedy to using the Remedy support group
  - Received the request
  - All required fields completed
  - Log for ITSM Change
  - Develop
  - Rejected
    - Communicate reason
  - Accept
    - Local
      - Local or escalate to UMIT Steering Team
  - Local or escalate to UMIT Steering Team
  - UMIT
    - UMIT Steering Team Review
    - Implement through Change Mgt Process

**Functional IT Manager**
- All required fields completed

**CTS Manager**
- Interested and impacted parties to Test in UAT
- All required fields completed

**Applications Developer**
- Assist in Global Requests and Technical Issues
- Develop

**Local Steering Team**
- Reject
- Accept
- Local or escalate to UMIT Steering Team
- Review
- UMIT Steering Team Review