Indian Health Service
Office of Information Technology
Albuquerque, New Mexico

Standard Operating Procedure for **NPIRS Change Management**

NPIRS-SOP-04-01
FINAL V2.0

January 2019

Record of Changes

Version No.	Date	Name	Description	Section
1.0	April 2018	NPIRS Team	Initial version	All
2.0	January 2019	NPIRS Team	Updates	All

Approval

This Standard Operating Procedure (SOP) has been approved for distribution and implementation. These new procedures are effective immediately and will be enforced. Representatives of management will be authorized to conduct periodic quality checks and audits to assure compliance with these procedures.

Requests for corrections or changes to any procedures should be sent to the NPIRS Investment Manager. Exceptions or exemptions to any of these procedures must be submitted in writing to the NPIRS Investment Manager for approval or disapproval.

Approved by:

Vanessa Weaver -S Digitally signed by Vanessa Weaver -S
Date: 2019.01.31 12:52:34 -05'00'

Vanessa Weaver
NPIRS Investment Manager
Indian Health Service Office of Information Technology
5600 Fishers Lane
Rockville, MD 20878
Tel (301) 443-0131
Vanessa.weaver@ihs.gov

Date

Table of Contents

1. Introduction

1.1 Purpose

This Standard Operating Procedure (SOP) establishes the policy and procedures for handling changes to the information technology (IT) production environment, production data changes and business rule changes affecting the workload, user population or data management within the National Patient Information Reporting System (NPIRS). This SOP supplements and incorporates the existing OIT Change Control Board (CCB), which is the governing authority for implementing IT changes at OIT.

1.2 Policy

Changes are categorized as significant and insignificant.

Insignificant

All **insignificant changes** to NPIRS-managed IT production systems – e.g., NDW software/business rules updates that do not impact reporting data marts – must be:

- Requested via a **Change Ticket (HEAT)** if requested by an external stakeholder.
- Assessed internally to validate change categorization approved by the Investment Manager (IM).
- Reviewed and approved by the NPIRS Change Control Board (NCCB) before implementation.
- Announced to NPIRS IM and support staff prior to implementation.

Significant

All **significant changes** to NPIRS-managed IT production systems – e.g., software, production data and business rules – must be:

- Requested via a **Change Ticket (HEAT)**.
- Reviewed and approved by the OIT Change Control Board (CCB) before implementation.
- Announced to affected customers and support staff prior to implementation.

1.2.1 Inclusions

A change is considered to be **significant** and to require CCB approval if:

- It will/may impact an Enterprise-critical service or system availability or functionality.
- It is an upgrade to an existing Enterprise application or software system.

- It involves deploying new Major system software into the production environment and may impact more than a single Area/Facility.

NPIRS-Managed Systems

The NPIRS Investment Manager will make the determination if the change requires CCB approval.

A change is considered standard operations or insignificant and only requires NPIRS Investment Manager approval if there is:

- A change to the data received and stored in the National Data Warehouse (NDW) or related data marts.
- A change to the business rules or processes affecting the NPIRS reporting such as Administration Area workload, user population, or other NPIRS-based reporting.
- A change to operational processes that do not impact interfaces to or from the NDW or is determined by the NPIRS IM to be an internal change.

1.2.2 Exclusions

This SOP does *not* apply to changes related to standard day-to-day operations and maintenance activities. **Standard operation and maintenance activities** include those tasks performed on a routine basis and not resulting in a service outage that are considered low risk but necessary to continued system operations (e.g., applying critical security patches involving routine reboots, running backups, purging old files, cleaning temp files, updating database tables periodically, updating web content, etc.). Such tasks do not require Change Tickets (HEAT) or CCB approval.

1.3 Applicability

This SOP and the approval process apply to all Indian Health Service (IHS) employees, consultants, and contractors who need to make changes to IHS NPIRS-managed OIT IT systems and IHS OPHS (data owner) NDW or related data mart production data and/or business rules related to official workload and user population reporting.

1.4 Contact Information

If you have any questions or comments regarding this document, please contact the OIT National Help Desk (IHS):

Phone: **888.830.7280**

Web: https://www.ihs.gov/Helpdesk/natlit

Email: support@ihs.gov

2. About IT Change Management

IT Change Management encompasses two types of change review and approval:

1) Change Control Board

- **Standard** – For most change requests.
- **Expedited** – For customer-requested changes that are time critical.
- **Emergency** – For changes that must be implemented immediately to address critical problems or security issues.

2) NPIRS Investment Manager

- Standard operations – for NDW data change and business rule change requests.

2.1 Roles and Responsibilities

Role	Responsibility
Change Sponsor	The Sponsor is the person who identifies the need for the change and initiates the request by e-mailing a description of the needed changes to the OIT National Help Desk. The Sponsor is also responsible for attending the appropriate CCB meeting where the change request is reviewed. Depending on the nature of the change, the Sponsor may also coordinate the change with the customer, determine the implementation date of the change, and arrange for resources to implement the change.
NPIRS Investment Manager (IM)	The NPIRS IM determines if a Change Sponsor's request is within the scope of NPIRS. Depending on the nature of the change, the NPIRS IM may also coordinate the change with the customer, determine the implementation date, and arrange for resources to implement the change. The IM works with the Director of Program Statistics (DPS), GPRA Manager and the Director of Behavioral Health to review and approve production data and/or business rule or application changes for the NPIRS managed IT environment.
Business Owner	As identified by the NPIRS Investment Manager

Role	Responsibility
Director of Division of Program Statistics (DPS)	The Director of Division of Program Statistics is the NPIRS data owner and works with the NPIRS IM for the production data and/or business rule changes for NPIRS managed IT environment changes.
Change Control Board (CCB)	The Board approves or rejects changes, reviews Change Notification messages, and ensures that customers are adequately notified in a timely manner.
NPIRS Change Control Board (NCCB)	The NPIRS CCB approves or rejects internal changes, reviews Change Notification messages, and ensures that customers are adequately notified in a timely manner.
OIT National Help Desk (Help Desk Analysts)	The OIT National Help Desk creates a Change Ticket in the HEAT system when it receives an e-mail request from the Change Sponsor. The OIT National Help Desk manages the Change Ticket as the request is reviewed, approved, and assigned to facilitate swift and appropriate action throughout the process.
Implementation Team Members	One or more team member(s) work with the Sponsor to schedule and implement the change after it is approved. If a change affects only IHS technical staff or a limited number of customers, the Implementation Technician also sends out the Change Notification message.

3. NPIRS Standard Operations

A change request to NDW production level data or changes to the current Business Rules are considered to be within the NPIRS standard operating practice. These changes require approval from the NPIRS Investment Manager or the Director, Division of Program Statistics. These requests do not require CCB approval (see Figure 3.1 below)**.**

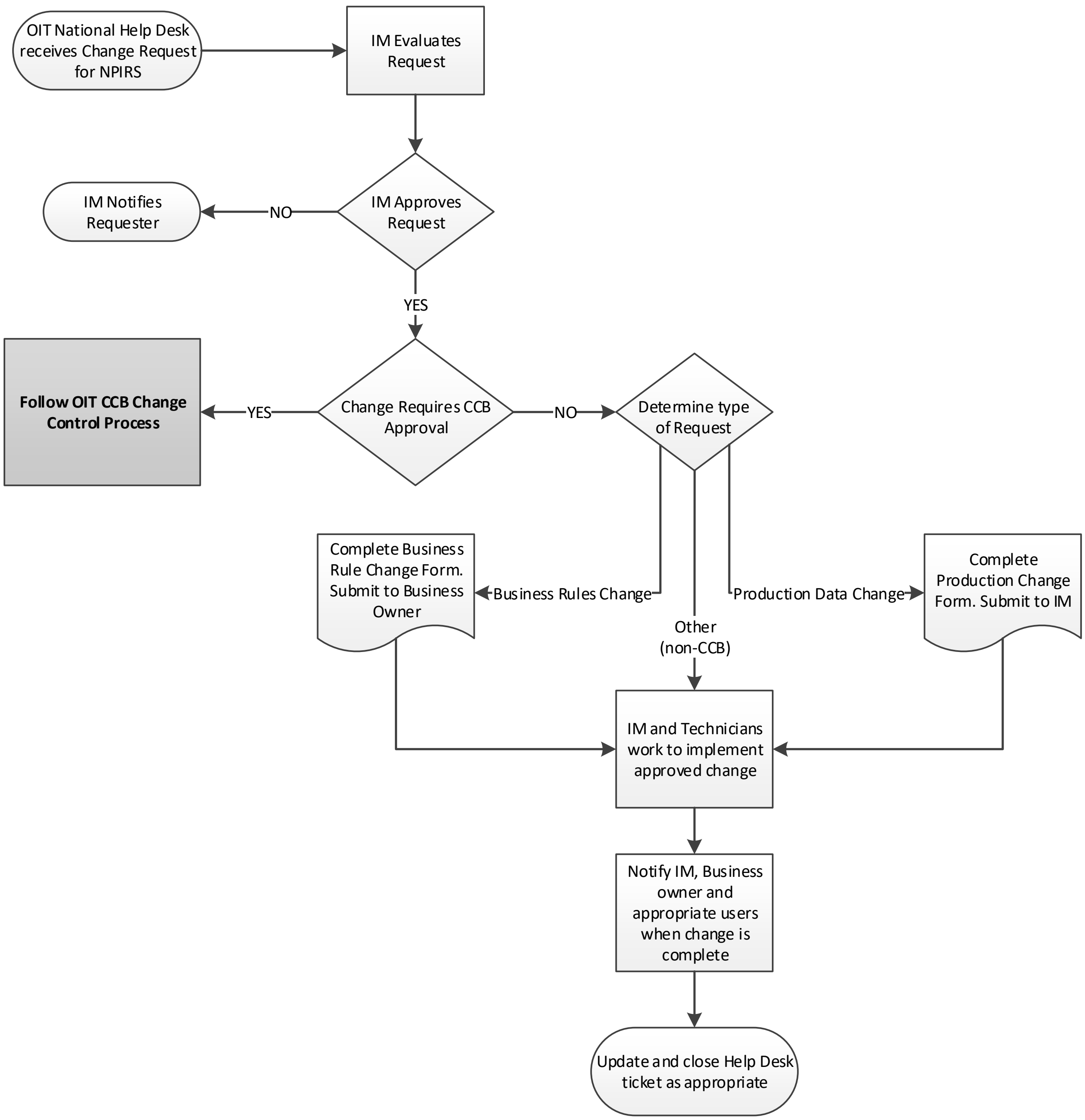

Figure 3.1 NPIRS Standard Operations Process Diagram

3.1 Production Data Change Request

Requests for NDW production data changes are historically requested by an I/T/U site, the Director, Division of Program Statistics or by a NPIRS resource.

1. Help Desk (HEAT) ticket is created for all requests that come from an I/T/U site or from the Director, Division of Program Statistics. A production data change requested by NPIRS staff does not require the creation of a ticket.

2. NPIRS analyst evaluates the request and fills out the Production Data Change Request Form. See Appendix A: Production Data Change Form.

3. Completed form is submitted to the NPIRS Investment Manager for approval.

4. NPIRS Investment Manager reviews and signs the form, returning it to the NPIRS Helpdesk within one week of receipt.

5. NPIRS technician implements the change and notifies the customer and the NPIRS Investment Manager when complete.

6. Completed forms are posted to the NPIRS SharePoint.

> **NOTE:** During end of year Workload & User population processing the turnaround time for a request for change to receipt of IM approval is expedited. Due to time constraints, the NPIRS staff may implement the production data change prior to receiving the signed Production Data Change Request form back from the NPIRS IM.

3.2 Business Rule Change or Enhancement Requests

Requests for a change or enhancement to the business rules affecting the ability in reporting Administration Area workload and/or user population are historically requested and approved by the Director, Division of Program Statistics.

1. Help Desk (HEAT) ticket is created for all requests that come from an I/T/U site or from the Director, Division of Program Statistics.

2. NPIRS analyst evaluates the request and fills out the Business Rule Change Request Form. See Appendix B: Business Rule Change Form.

3. Completed form is submitted to the Director, Program Statistics for approval.

4. Director, Program Statistics reviews and signs the form, returning it to the NPIRS Helpdesk within one week of receipt.

5. NPIRS technician(s) implements the change and notifies the Director, Program Statistics and the NPIRS Investment Manager when complete.

6. Completed forms are posted to the NPIRS SharePoint.

3.3 Non-CCB Change Requests

Non-CCB change requests for a change affecting the ability in reporting Administration Area workload and/or user population are approved by the NPIRS Investment Manager.

1. Help Desk (HEAT) ticket will be created for all requests that come from an I/T/U site, from the Director, Division of Program Statistics or Division of Behavioral Health.

2. NPIRS technicians will provide documentation as to the impact of the change to the Investment Manager for approval.

3. The NPIRS Investment Manager will work with the appropriate technicians to make the changes as per the approved change request (including documentation, schedules, testing and production implementation, etc.).

4. NPIRS technician(s) implements the change and notifies the NPIRS Investment Manager and appropriate users including Statistical Officers and Business Data owners when change is complete.

5. Non-CCB change requests will be tracked internally.

4. CCB Approval Process

In the simplest case, when a change is requested and approved in the standard way, the process for requesting and implementing a change to an IHS computer system is as follows:

1. The Change Sponsor contacts the OIT National Help Desk, to request that a Change Ticket (HEAT) be opened. For IT system changes, the Change Sponsor should contact the Help Desk at least 48 hours in advance of the monthly CCB Meeting.

   This information provided should include a detailed description of the requested change. See Section 5.1.1.

2. The OIT National Help Desk does the following:

   a. Reviews the Sponsor's request for completeness.

   b. Opens the appropriate Change Ticket (HEAT).

   c. Includes the information in the ticket (or copies the request content into a journal entry).

   d. Emails NPIRS IM for determination of appropriate assignment: Change Control Board (CCB) or NPIRS Help Desk.

   e. For IT system changes: Notifies the Change Sponsor when the CCB will meet to review the change request and informs the Sponsor that he or she is expected to participate in the meeting to present the proposed change.

3. For IT system changes: At least 24 hours before the CCB meeting, the OIT National Help Desk generates monthly reports of all Change Tickets and provides these to the Change Control Board, which uses them as the agenda for their monthly review meetings.

4. The Change Sponsor and Implementation Team review the approved change request, identifies the impact of change, finalize the intended notification recipients, and compose the notification message, as required.

5. The OIT National Help Desk staff (or the Implementation Team, if the change has limited impact) sends the notification message about the upcoming change to affected customers and IT staff, as required.

   See *Notification Message Guidelines* for information about who should send the message and the timeline on when it should be sent.

6. The change is implemented according to the CCB-approved plan and on the approved schedule.

> **NOTE:** If the implementation plan or schedule needs to be changed after initial approval, the Change Sponsor must update the Change Ticket with the new information and re-submit it for review by re-assigning the Ticket to the CCB.

7. An Implementation Team Member updates the Change Ticket (HEAT) to document the details of the implementation and then closes the ticket.

During its review, the CCB may:

- send back a Change Ticket, requesting more information or clarification
- request that implementation be rescheduled
- reject a change entirely

In the last case, the Change Sponsor can appeal the rejection as noted in DITO-SOP-09-02.

Regardless of the action taken by the CCB, all information about the change request and the approval process are recorded in the Change Ticket.

4.1 Expedited Approval

An expedited approval of a change is appropriate when a customer-requested change does not meet the time constraints of the standard approval process.

The process for submitting an expedited request is as follows:

1. The Change Sponsor initiates the request by sending an e-mail to the OIT National Help Desk, as for a standard approval (see previous section).
2. The appropriate Division Director associated with the Change Sponsor or customer submits an e-mail to the NPIRS Investment Manager, requesting expedited approval.
3. If the NPIRS Investment Manager has any objections or questions, they reply to the e-mail using the **Reply to All** option, so that the question and resulting discussion are available to everyone on the e-mail distribution list.
4. The NPIRS Investment Manager (or designated representative):
   a. Follows up with the Director, Division of Program Statistics as appropriate;
   b. Sends an e-mail summarizing the decision to the appropriate Division Director and Change Sponsor; and
   c. Requests that the Change Ticket with details about the decision is updated (e.g., that the change was approved, or why it was not approved).

5. The OIT National Help Desk (or Implementation Team) sends the notification messages, as for a standard change request.

4.2 Emergency Changes

An emergency approval of a change is appropriate when there is not enough time to approve the change under the standard or expedited CCB procedures.

Emergency approval can be granted by the appropriate Division Director for the Sponsor, NPIRS Investment Manager or associated Implementation Team, so long as at least one of the following is true about the change:

- The change addresses a major security vulnerability.

  In this case, the OIT CISO or designated representative must concur with this opinion and approve the change as well.

- The change is needed to fix or resolve a critical problem.
- The change is needed to prevent a potential critical problem.

However, CCB approval of the emergency change must also be obtained, even if done after the fact:

- A Change Ticket must be created within two hours of the implementation of the change. The approval status on the ticket should remain as **Pending** until it is reviewed by the CCB.
- User notification is required for emergency changes, even if it must be sent after the fact.

  See Section 6.7 for an example of a notification for an emergency change.

4.2.1 Customer Notification

In addition to approving a Change Ticket, the CCB shall ensure that ample time is provided for customer notification when reviewing and approving the proposed implementation date.

5. Processing a Change Request

In general, a Change Ticket is required if a planned change will impact a critical or Enterprise IT managed system or in a production data or reporting environment.

When the NPIRS IM is determining whether a Change Ticket is required, he/she must consider the impact to the customer if the “worst case” scenario occurs during the implementation. Oftentimes, the impact will be greater under this scenario than if all goes smoothly.

IT projects presented to the Technical Review Board (TRB) may require a Change Ticket for the implementation of individual key milestones if they meet any of the criteria listed in Section 1.2.1 when deploying from the development/test environment into the production environment.

5.1 Creating a Change Request

The e-mail requesting a change to the production environment must provide all of the information needed by the CCB to make an informed decision to approve or reject the change.

When composing the request, be sure to include the following:

1. A brief synopsis of the change.
2. Suggestions on the personnel – IHS Technical Support staff and/or end-user customers – who will be affected by the change, and who will require advance notification. (See Section 6.4 for guidance.)
3. Details about the change; specifically, answers to the questions in Section 5.1.1 below, *Information to Include in a Change Request E-mail*

5.1.1 Information to Include in a Change Request E-mail

The Investment Manager is responsible for conducting impact analysis on cost, schedule and functionality as needed. Answer the appropriate questions about the change and copy both questions and responses into the Change Request e-mail.

1. Why is this change required?
2. Are there any pre-requisites to implementing this change?
3. What are the planned procedures for implementing the change?
4. How many customers will be impacted by the change, and who are they?
5. Will this change impact customers outside of those on IHSnet?

6. Will the change be implemented outside of the core business hours? If not, then why not?

7. How will the customers be notified in advance of this change?

8. What changes, if any, will customers notice during the implementation (e.g., outage, loss of functionality, slow response time)? Please describe if there are any.

9. What changes will the customers notice once the implementation is completed?

10. If the implementation runs into problems, what are the “back-out” procedures? What will be the impact on customers if “back-out” is necessary?

11. What are the top three potential problems that may occur during the implementation?

12. Does the change require an addition or modification to the Information System Contingency Plan (ISCP)?

13. Does this change affect the as-built documentation or the System Security Plan (SSP)?

14. HEAT Category to assign the ticket to upon approval as well as the implementation technician that will be assigned to complete the change requested.

15. Attachment of an approved test or mitigation plan or notation regarding testing and approval that has been completed to confirm the design/implementation plan as part of the change request.

NOTE: If the answer is yes for either of the two Plan documents cited above, the ticket may not be closed until the affected documents have been updated to reflect the changed condition.

5.1.2 Submission Timelines

For the standard approval process on NPIRS Managed IT System Changes:

- The NPIRS IM should submit the change request e-mail to the OIT National Help Desk at least one week in advance of the next CCB meeting date to permit adequate time for the Help Desk to open the Change Ticket and collect additional information about the change (if necessary).

- The Change Ticket shall be entered into HEAT no later than 48 hours before the CCB meeting. Otherwise it cannot be included in the weekly report provided for that week’s meeting.

  At the discretion of the CCB Chair, late tickets may or may not be considered.

5.2 Reviewing and Approving a Change Ticket

The Change Control Board uses the HEAT reports provided by the OIT National Help Desk to determine which Change Tickets will be reviewed at a given meeting.

The Change Sponsor is required to attend the CCB meeting where his or her change request will be reviewed, in order to answer any questions the Board may have regarding the proposed change.

5.2.1 Post-Review Actions

After the CCB meeting or review, the CCB Chair (or designee) updates the **Approval Status** on the **Detail** tab of each Change Ticket that was reviewed to indicate if the change was:

- **Approved** – Use this **Approval Status** if all aspects have been approved; i.e., the change itself and the implementation schedule.
- **Rejected** – Be sure to document the reason for rejection in a journal entry.
- **Pending** – Use this **Approval Status** for an approved change if conditions like the following exist:
    - Additional information is needed about the change.
    - The implementation date is not final and still needs to be reviewed and approved by the CCB; e.g., if the schedule is dependent on the arrival of new equipment.

During this process, each ticket is re-assigned from the CCB to the Implementation Team.

The tickets should also be updated to reflect changes based on the discussions of the CCB during deliberations. For example, the CCB may change the scheduled implementation date due to other ongoing activities within the IHS.

5.3 Implementation of Change Request

The Change Sponsor will work with the appropriate Stakeholders and technicians to make the changes as per the approved change request (including documentation, schedules, testing and production implementation, etc.).

5.4 Scheduling the Implementation

5.4.1 Scheduling an Approved Change

When scheduling the implementation of a CCB approved change, note the following guidelines:

- Implement the change outside of the IHS core business hours whenever possible, as defined in the Indian Health Service *OIT Customer Support Handbook*.
- Minimize any impact on the customer's ability to do normal activities.
- Provide adequate onsite support staff on the following calendar day to resolve any problems with the implementation of the change. As such, scheduling changes on a Friday should be avoided since there may be undesirable impacts on employees who work over the weekend when adequate onsite technical support will not be available.

Exceptions are permitted if:

- The implementation of the change can be done only during core business hours.
- It is highly unlikely that implementation of the change under both "best case" and "worst case" scenarios will have any impact on the customer's ability to do normal activities.

In either case, the reason for implementing the change during core business hours must be clearly explained in the ticket and agreed to by the CCB.

5.4.2 Rescheduling a Change

If the Change Sponsor, NPIRS IM or Implementation Team determines that an approved change needs to be rescheduled, he or she should resubmit the new implementation date via e-mail to the CCB for approval.

In this case, an Implementation Team Member should:

1. Update the ticket with the new implementation date and time.
2. Create a journal entry explaining why the change must be rescheduled.
3. Request a follow-up customer notification message, if any notification messages were sent with the original implementation date.

Preferably, a customer notification message will be sent when a new implementation date and time are approved by the CCB. If the re-scheduled implementation will not occur until after the original implementation date, a follow-up message should be sent, explaining that the change has been postponed with an implementation date that is yet to be determined.

5.5 Updating, Closing, and Cancelling Change Tickets

All open Change Tickets (HEAT) must be updated within one business day of a status change. At a minimum, the Change Ticket (HEAT) should be updated at least once every week; it should also be moved to a **Deferred** status prior to the next CCB meeting if the ticket has not been completed.

After a change has been implemented, the NPIRS Investment Manager or designee or an Implementation Team Member should do the following within one business day:

1. At a minimum, create a journal entry documenting any modifications to the original implementation plan and any problems that were encountered.
2. Completion of the test or mitigation plan providing evidence of completed production implementation. Note the location of the test or mitigation plan in the final journal entry.
3. Update any system documentation to reflect the change, including its effective implementation date. Internal documentation is maintained.
4. Notify and receive satisfactory concurrence of the completion of the change from the Change Sponsor prior to closing of the Change Ticket (HEAT).

If a proposed change is cancelled, the Implementation Team should also create a journal entry to document the cancellation, and then change the ticket status to **Cancelled.**

6. Notification Message Guidelines

6.1 Notification Sender

Responsibility for sending Change Notification messages varies, depending on the audience that is affected by the change:

- The OIT National Help Desk sends the message if all or a majority of IHS users will be affected.
- The Implementation Team sends the message:
  - If the change affects only technical or program staff.
  - If the change affects only a specific group of customers.

6.2 Notification Timeline

Once the implementation date is approved by the CCB, the notification message must be sent early enough to provide sufficient warning; specifically:

- For Standard changes:
  - If the change impacts user-visible functionality or reporting, no later than **two days** prior to implementation.
  - If it impacts technical or program staff only, no later than **one day** prior to implementation.
- For Expedited changes, as soon as possible prior to implementation.
- For Emergency changes, as soon as possible, even if after the fact.

6.3 Notification Message Review/Approval

Change notification messages, if sent by the implementation team, must be reviewed by the appropriate Federal Lead for the associated project before they are sent.

When submitting a change notification for review, be sure to allow sufficient time – at least two days. This means, for example, that for a Standard change, the notification should be sent for review at least four days before the scheduled implementation.

6.4 Notification Recipients

6.4.1 Customers

The notification message about a change should be sent to customers when any of the following are true:

- Change will be visible to the customer (i.e., screen, reporting or functionality changes) either during or after implementation – including cosmetic changes.
- An outage is planned during the implementation, or an outage is likely to occur during the implementation if problems are encountered.

> **NOTE:** If there is a high confidence of success (98%) and the impact of an outage is not significant, then customer notification is not required.

6.4.2 Technical Staff

The notification message must be sent to all Technical or Program Staff impacted by the change.

For NPIRS-managed IT system changes, it is especially important to include in the notification message those IHS IT Support personnel who do not actively participate in the OIT CCB process, if their customers or buildings will be affected.

A notification message should always be sent to the IT Support Staff whose customers receive notification.

6.5 Notification Content

A notification message should include the following information about the change:

- Change Ticket Number (HEAT)
- Planned implementation date and time
- Whether or not an outage is expected
- Synopsis of the change
- Reason for the change
- What the customers will notice
- What Technical Support will notice
- Any expected impacts on systems
- Any other information that would be helpful to know if customers inquire about the change

- Who to contact for additional information

If the notification needs to be sent to a majority or all of IHS, the Implementation Team (or Sponsor) needs to follow the procedures for requesting an IHS-wide e-mail announcement. This includes filling out the associated Request form with the information above. See DITO-SOP-09-01, *IHS-Wide E-mail Announcements* for complete information.

6.6 Follow-up Messages

A follow-up notification message must be sent when:

- The date or time of the implementation has been changed or a planned change did not occur and will be rescheduled.
- It will be apparent to the customer that the change did not go as expected (e.g., serious problems occurred, the final outcome of the change was different than what was announced, etc.).
- The original customer notification message stated that a follow-up message would be sent.

If the change has been cancelled and the cancellation will be transparent to the customer (i.e., customer will not notice that the change did not occur), it is not necessary to send a follow-up message.

The Change Sponsor or Implementation Team will draft the follow-up message, and hand it off to the OIT National Help Desk for distribution. This message should include the text from the original message and note any differences between the actual implementation and the planned implementation. Only mention differences that will be noticeable to the typical customer.

6.7 Emergency Change Notification

Emergency changes are made as warranted by conditions defined in Section 4.2 of this SOP. If the change requires a customer notification due to an outage or change/loss of functionality, the notification should be sent ASAP, even if sent after the fact.

The Change Sponsor or Implementation Team should draft the message using the following example as a starting point, and then hand it off to the OIT National Help Desk for distribution.

Subject: Emergency Maintenance: <*Short descriptive title*>

Message:

Today at *hh:mm* AM/PM, the Office of Information Technology (OIT) had to perform emergency maintenance to … <*Either describe what was prevented or what was fixed*>. We apologize for any inconvenience this event may have caused you.

At this time … <*Explain if all services have been restored to normal or whether there is any reduced functionality. If the customer needs to take any specific action, include them as well.*>

- Who is/was affected:
- Synopsis of Problem:
- Synopsis of Change:

Please contact the OIT National Help Desk if you experience any problems that may be related to this change, or have questions related to this emergency change.

Thank you.

Figure 6.1: Sample Emergency Change Notification

7. Appendix A: Production Data Change Form

PRODUCTION DATA CHANGE
Must be approved by NPIRS Program Manager

Control Number (NPIRS use)

Brief Title	

REQUEST

Requester's Name	Organization	Title	Date

Problem Description (Define the change being requested. Provide all relevant documentation and requirements.)
Change (describe the actual change that will be done)
Reason for Change (Define the reason for the change and the expectations for the change.)

COMMENTS

NPIRS Clarification of Impact (Define the impact of the change being requested – if applicable.)

APPROVAL

Program Manager's Signature	Date

Program Manager's Decision (Indicate the decision concerning the requested change. Provide relevant limitations and/or scope.)

8. Appendix B: Business Rule Change Form

BUSINESS RULE CHANGE
Must be approved by Division of Program Statistics

Control Number (NPIRS use)

Brief Title	

REQUEST

Change Sponsor Name	**Organization**	**Title**	**Date**

Rule Description (Define the new rule or change being requested. Provide all relevant documentation and requirements.) New ☐ Change to Existing ☐ Workload ☐ User Population ☐ Other ☐
Justification (Define the reason for the new rule or change and the expectations for the change)
Change Action (Describe the actual change/implementation that will be done)

COMMENTS

NPIRS Clarification of Impact (Define the impact of the change being requested – if applicable)

APPROVAL

Program Statistics Signature	**Date**	**E-Mail Reference**

Program Statistics Decision (Indicate the decision concerning the requested change)