

Emergency Change Process Document for DevOps

1. Request Details

Request Title

Enter emergency change title

Requested By

Name of requester

Date & Time

YYYY-MM-DD HH:MM

2. Emergency Description

Description

Describe the emergency and its impact

3. Root Cause Assessment

Briefly describe the root cause (if known)

4. Proposed Change

Describe the proposed emergency change

5. Risk Assessment & Rollback Plan

Risk Assessment

Outline potential risks

Rollback Plan

Describe rollback steps

6. Impacted Systems/Services

List impacted systems/services

7. Approvals

| Role | Name | Date | Signature |
|------------------|------|------|-----------|
| DevOps Lead | | | |
| Incident Manager | | | |
| Service Owner | | | |

8. Post-Implementation Review

Action Taken

Summarize emergency change actions

Outcome

Describe results

Lessons Learned / Next Steps

Document any follow-ups