



Change Request Form

This form requests changes to be made to your IT network, and must be completed and signed by a duly authorised person within your organisation before any changes can take place.

Details of change request		
Your organisation name	Your name	Phone number
Change required:		
If applicable, I confirm that my organisation has third-party support for this software, update or patch (tick here):		
Propose a date and time for this change to take place:		
Please note: Minor changes carried out during Resolve's standard working hours of 9am -5pm will normally be carried out free of charge. Changes which are likely to take longer than 30 minutes, or that are requested outside these hours must be arranged with Resolve in advance and are chargeable at Resolve's standard hourly rates.		



Resolve will need full, detailed steps to carry out the change correctly. The work we carry out will be based on the instructions below. These instructions must be comprehensive and detailed, as any work which isn't included will be considered out of scope and may incur further charges, or may not be deliverable in the time scales quoted.

A change request often originates with a third-party, such as a software provider or telephone provider, and the provider's details should be provided below. If you are requesting this change (rather than the change being requested by a third-party) then please leave the details of third-party provider blank, but provide the detailed instructions below.

Details of third-party provider (if applicable):

Name of provider:

Contact name:

Phone number:

Email address:

Specific, detailed instructions of the change to be carried out (required):

Large empty rectangular area for providing specific, detailed instructions of the change to be carried out.



By signing this form, I confirm that:

- I understand that all changes are subject to moderation by Resolve, and the completion of this form does not guarantee that the request will be completed. Circumstances where Resolve may not carry out changes include but are not limited to;
 - where the requested change is not covered by your organisation's IT Support Contract or a signed Pay As You Go Agreement;
 - where it is believed in the opinion of Resolve that the requested change will have a detrimental impact on your organisation's IT network
- I understand that Resolve will not be liable for any data loss, changes, damage, or issues on the system when third-party software, patches or updates have been installed
- Any changes to software or third-party updates or patches have been tested and found compatible with our IT network, and that I have third-party support for any changes or additions to our IT network as requested in this form
- I understand that, in the case of software changes or third-party updates and patches, the third-party, and not Resolve, will be responsible for supporting these and repairing any issues caused by these
- I understand that Resolve will be happy to attempt to fix issues caused by software changes or updates, or third-party updates or patches, or otherwise resulting from changes from this form, and that this shall be chargeable at Resolve's Standard Hourly Rate.
- For software installation and upgrade change requests, the third party has agreed that:
 - The change is fully compatible with your organisation's IT system
 - The requested change will not have a detrimental impact on your organisation's IT systems



I accept the terms and conditions above, and authorise the change request as outlined on this form.

Signature

Your name

Position

Date

Your email address

Definitions

“Resolve”

shall mean Resolve IT Solutions Ltd, of Nursery Works, 100 Little London Road, S8 0UJ.

“Standard Hourly Rate”

shall mean £70 per hour between the hours of 9am and 5pm, rising to £140 per hour outside of those hours

“I.T Support Contract”

shall mean a Technology maintenance and support services agreement signed by the client and by Resolve