

**Change Request Document Template**

*for*

**XYZ Clinic Appointment System**

**VERSION 1.0**

*Prepared for*



4/05/2025

*Prepared by*

Blueage Marketing Team

## 1. Document Control

Version	Date	Author	Description
1.0	08/05/2025	[your name]	Initial Draft

## 2. Change Request Summary

Field	Description
Change Request ID	CR-001
Project Name	XYZ Clinic Appointment System
Requested By	Shade Bisi, Operations Manager
Date of Request	08/05/2025
Change Type	<input type="checkbox"/> Scope <input type="checkbox"/> Schedule <input type="checkbox"/> Cost <input type="checkbox"/> Technical <input type="checkbox"/> Other
Priority	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low

## 3. Description of Change

**Provide a clear and detailed description of the requested change.**

Request to include a reschedule appointment feature that allows patients to modify an existing booking instead of cancelling and creating a new one.

## 4. Reason for Change

**Explain the rationale or business justification for the change.**

Multiple patients have requested the ability to reschedule instead of cancelling, citing inconvenience and duplication of effort.

## 5. Impact Analysis

Area	Description of Impact
Scope	Additional feature development and interface updates
Schedule	Estimated 1-week extension to Sprint 3
Cost	£1,200 increase in development cost
Resources	2 additional QA hours and 8 development hours needed
Quality	No impact if tested and deployed in staging

## 6. Alternatives Considered

Maintain existing cancellation system only – rejected due to user dissatisfaction.

## 7. Risk Assessment

Risk	Likelihood	Impact	Mitigation Strategy
Delay in deployment	Medium	Medium	Adjust Sprint plan and reallocate resources
Bugs from new feature	Low	High	Implement full regression testing

## 8. Approval Section

Name	Role	Approve (Y/N)	Signature	Date
Ayo Bayo	Project Sponsor			
Shade Bisi	Operations Manager			
<i>[Your Name]</i>	Business Analyst			
Project Manager	Delivery Lead			

## 9. Implementation Plan

- Add feature to allow date/time modification in user dashboard
- Update database logic to reflect changes without double booking
- Notify patient and admin when appointment is rescheduled
- Full QA and UAT before release