

## Change Completion Form

### Law Offices of the Public Defender

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| <b>Change Name</b>   |  |
| Project Name (must match Change Request Form Project Name)   |  |
| Form Completed By  |  |
| Completer Contact Info   |  |
| Date Form Submitted  |  |
| Date Change Completed  |  |
| Stakeholders who completed change  |  |
| Did the change meet its intended objectives?   |  |
| Did the change deliver its expected business benefits?   |  |
| What changes in usability and functionality resulted from the change? (Collect stakeholder feedback)   |  |
| List any post-release disruptions or incidents, performance degradations, or user-reported issues related to the change. (Assess error logs, help tickets, alerts) |  |
| List any unintended impacts on IT services, infrastructure, or security resulting from the change  |  |
| Was needed change documentation completed (manuals, recovery plans, configurations)  |  |
| Was the change rolled back? If yes, complete the questions below   |  |
| Describe the rollback process. Was it effectively executed?  |  |
| What were the results of the rollback? Were these effects anticipated? How effective was the contingency planning?   |  |
| Evaluate the planning, testing, and deployment of the change. How well was each one done?  |  |
| Describe any gaps or inefficiencies in the Change Request Board approval process   |  |

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| What did we learn from this change implementation? What are key takeaways and recommendations for future changes? |  |
| How could the implementation process be improved to reduce risk in future similar changes?                        |  |