



Change Requests

This guide will cover the purpose of our [change request](#) and the information you will need to provide.

The change request form is for:

- Custom work: This relates to any custom work you would like developed (e.g. custom Page components or custom application/InfoCapture plugins)
- Technical resources: This includes setting up SSO, server migrations, and SSL certificate updates
- Configuration changes that can not be made from the site itself
- Training requests

Some of these changes are chargeable, others are not.

Filling out the request

When submitting a change ticket, you will be asked to enter the following information:

InfoCapture / Change Requests / Submit Change Request

Ticket Jump Switch to Change Requests

☰ ⚙️ 📡

* - required fields

Change Request

🔍 Summary*

🔍 URL

Type of request*

Application the work relates to

🔍 Description of work*

🔍 Product(s) or outcome of the work

🔍 Any constraints?

For our custom work Terms and Conditions please click [here](#)

🔍 Additional Notification Recipients

Submit Discard Save draft

Summary and URL

Provide a short summary of the (custom) work and your site URL, if applicable.

Type of request

- **Product enhancement:** Request for an additional function within the standard core applications, including any third-party integrations (i.e. external software, API etc.)
- **SSO (Single Sign On):** Request related to SSO, including the setup of SSO and/or any changes to existing SSO. Please refer to our guide on [Single Sign On \(SSO\)](#)
- **Custom development:** Request for any custom features or functions that are not available in the standard product
- **Technical request (Server configuration):** Request for any server-related work (i.e. Intranet URL updates, setup of Staging server etc.)
- **Related to pre-existing custom development:** Request for updates or modifications to any existing custom work that has already been developed
- **Almalinux migration:** Request for server update specifically Almalinux migration

Description of work

Provide as much detail as possible on your requirements so the request can be accurately processed and quoted (if applicable).

If you are looking for a particular integration with your intranet, please let us know the software you wish to integrate and the desired behaviour (e.g. A daily push of the information out of your intranet or a pull-in from other software using custom API).

Product(s) or outcome of the work

Outline some information that you want to be available on the intranet, as well as, how you would like this to look and be interacted with. (e.g. A script that performs the following / changes to the plug-ins etc.) Feel free to describe an example user-story that illustrates the desired outcome to help us understand how you envision the finished product.

Constraints

Provide any constraints or issues which may have an impact on the work (e.g. Restrictions on dates/hours of the delivery, staging server requirements, etc.)

Additional Notification Recipients

Add up to 3 email addresses if you wish for others on your team to be notified about changes in the ticket.

Last modified on 8 August 2024 by [Veronica Kim](#)

Created on 3 April 2019 by [Mhairi Hutton](#)

Tags: [intranet](#), [change requests](#), [user guide](#)