

LEO Change Request Process

Initiation

- LEO Change Requests can be submitted by appointed faculty/department representatives only. Faculties/departments can nominate who they would like to be able to make a change request.
 - LEO Change Requests submitted to the LEO SharePoint Change Request Register must be approved by the ADLT or department equivalent.
 - Faculty/department representative will add an item into the LEO SharePoint Change Request Register. Items they must fill in include:
 - Title of request
 - Faculty or department
 - Approver (ADLT or department equivalent)
 - Description of change
 - Rationale for change (addressing the Standard Criteria for LEO Change Request)
- Optional items for the requester include:
- Benefits (including for the greater ACU community)
 - Risks
 - Supporting documents and URLs
- The requestor will also email the Manager eLearning LTC to advise that a new change request has been made.
 - Manager eLearning LTC will include this to the 'LEO Change Request' standing item in the next available eLAG meeting.
 - The faculty/department representative will be responsible for communicating the progress of change requests to stakeholders within their faculty.
 - The SharePoint Register will continue to track progress of this item until approval or rejection. The SharePoint register will be accessible to all ADLTs, faculty appointed representatives and department equivalents.

Investigation

The Manager eLearning LTC is responsible for organising the investigation in collaboration with relevant parties. Depending on the type of change, the investigative team may include the LMS Vendor, LTC staff and other stakeholders. The investigation will look to validate the Standard Criteria for LEO Change Request and determine the following:

- Timelines (how long to implement and potential schedule for implementation)
- Dependencies
- Scope
- Risks
- Cost and funding sources.

Investigations can start independent of the next available eLAG meeting.

Approval

The Manager eLearning LTC is responsible for approving or rejecting the request based on the Standard Criteria and investigations.

If more information is required, the Manager eLearning LTC may request further investigation before making the decision.

Communication

Communication on the decision will be made to eLAG members and the requestor by email and reported at the next available eLAG meeting. This item will be updated and closed in the LEO Change Request SharePoint Register.