change request. (1) formal procedure for submitting a request for an adjustment of a configuration item *(ISO/IEC TR 18018:2010 Information technology--Systems and software engineering--Guide for configuration management tool capabilities, 3.5) See also:* modification request, request for change

service change request. (1) formal procedure for submitting a request for an adjustment of a service *(ISO/IEC/IEEE 24765l:2024)* **(2)** formal procedure for submitting a request for an adjustment of a configuration item *(ISO/IEC 29110-1-2:2024, Systems and software engineering Lifecycle profiles for Very Small Entities (VSEs) Part 1-2: Vocabulary, 3.87) See also:* change request, request for change

release. (1) particular version of a configuration item that is made available for a specific purpose *(IEEE 828-2012 IEEE Standard for Configuration Management in Systems and Software Engineering, 2.12) (ISO/IEC/IEEE 12207:2026 Systems and software engineering--Software life cycle processes, 3.1.43)* **(2)** collection of new or changed configuration items that are tested and introduced into a live environment together *(IEEE 828-2012 IEEE Standard for Configuration Management in Systems and Software Engineering, 2.1)* **(3)** collection of one or more new or changed configuration items deployed into the live environment as a result of one or more changes *(ISO/IEC 19770-5:2015 Information technology--IT asset management--Overview and vocabulary, 3.28)* **(4)** software version that is made formally available to a wider community *(IEEE 828-2012 IEEE Standard for Configuration Management in Systems and Software Engineering, 2.1)* **(5)** delivered version of an application which includes all or part of an application *(IEEE 828-2012 IEEE Standard for Configuration Management in Systems and Software Engineering, 2.1)* **(6)** set of grouped change requests, established in the Application Change Management Process, which are designed, developed, tested, and deployed as a cohesive whole *(ISO/IEC 16350-2015 Information technology--Systems and software engineering--Application management, 4.28)* **(7)** distribution of a product increment to a customer or users *(ISO/IEC TR 24587:2021, Software and systems engineering--Agile development--Agile adoption considerations, 3.13)* **(8)** one or more components of one or more products, which are intended to be put into production at the same time *(A Guide to the Project Management Body of Knowledge (PMBOK(R) Guide) -- Eighth Edition) Note:* Release management includes defining acceptable quality levels for release, authority to authorize the release, and release procedures. *See also:* version

modification request (MR). (1) information item that identifies and describes proposed changes(s) to a product or service *(ISO/IEC/IEEE 14764:2021, Software engineering -- Software life cycle processes -- Maintenance, 3.1.8) Note:* The MR can be classified as a correction or enhancement and identified as corrective, preventive, adaptive, additive, or perfective maintenance. MR can be based on stakeholder's requests, incidents, events, complaints, and failure or problem reports, as well as root cause analyses. MR can also be classified as scheduled, unscheduled, and emergency types. *See also:* change request, request for change

impact analysis. (1) identification of all system and software products that a change request affects and development of an estimate of the resources needed to accomplish the change *(ISO/IEC/IEEE 24765:2017 Systems and software engineering-Vocabulary) Note:* This includes determining the scope of the changes to plan and implement work, accurately estimating the resources needed to perform the work, and analyzing the requested changes' cost and benefits.

request for change. (1) proposal for a change to be made to a system, service, component, or the service management system *(ISO/IEC/IEEE 24765c:2014)* **(2)** proposal for a functional or non-functional change to be made to

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an existing application *(ISO/IEC 16350-2015 Information technology--Systems and software engineering--Application management, 4.30) Note:* A change to a service includes the provision of a new service or the removal of a service which is no longer required. *Syn:* RFC *See also:* change request, modification request

service desk. (1) customer-facing support group for centralized resolution of incidents, change requests, and complaints concerning a service *(ISO/IEC/IEEE 24765a:2011)*

ECR. (1) engineering change request *(ISO/IEC/IEEE 24748-7:2026, Systems and software engineering -- Life cycle management -- Part 7: Application of systems engineering on defence programs, 3.2)*

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