ITIL® Poster Series #11
The 7 Rs

Good e-Learning

The framework provides a set of seven questions that should be asked during the assessment of a change. These are known as the seven Rs of assessment:

Who **raised** the change?

What is the **reason** for it?

What is the **return** required from the change?

What are the **risks** involved in the change?

What **resources** are required to deliver the change?

Who is **responsible** for the build, test and implementation of the change?

What is the **relationship** between this change and other changes?