Dear Customer,

Please carefully read the following important information as we need your written approval to proceed. I am happy to arrange a brief meeting with you, to discuss in person the vital aspects of such a request.

We understand that you have a complex request not possible to complete using the standard features within the product, and that you would like to explore the possibility of a one-time, custom solution from our support team.

Before we proceed, it is important that you fully understand the implications of this approach, and acknowledge the risks involved. It is in our best interests to have successful customers. When requesting a change request if the resultant benefit of the change outweighs the risk of potentially compromising system integrity, and potentially losing data entered into the forms or programs up to this point.

In general, SuccessFactors recommendation is always to consult with your Partner for adding a new feature to their environment. In case configuration is challenged for the Administrator a partner should always be consulted.

Support team will only provide a set of changes that cannot be done via Admin Centre, please make sure to become familiar with the list provided in the SCR Kba. If you wish to proceed, please provide the following:

**Contact Name:**

**Company Instance Name (test/production):**

**Data Center:**

**Business Critical Due Date:**

**How many forms to correct?:**

 **Does this include test/prod/both?:**

**(Note, unless the exact same issue exists in test, we cannot perform a test first in your test instance)**

**Change Requested by the Customer:” Instruction Label Changes”**

1. Please specify in as much detail as possible the behaviour today and the expected behaviour after the custom program is executed:

1a: Customer will need to identify & provide the exact list of forms or records to correct (attach to case).

2. Business impact if not done:

3. Understand and Agree to Risks:

1. We cannot guarantee or provide absolute assurances that an unexpected failure, system outage or other unforeseen issue might occur while we are changing live data that might have a negative impact. Do you understand and accept this risk?

**Please provide an answer:**

1. Timeline to complete can vary depending on complexities of the request. Should an unexpected issue occur it can take additional time for us to recover the data and complete the task. Is this acceptable?

**Please provide an answer:**

1. The custom solution will not produce an audit trail. This means that once we execute the custom solution no where will it be on record how or why something was changed, which can be problematic in the future if your users need to know this. If you engage an auditor, they may find data integrity issues with these forms due to the custom changes you are asking to be made. Does your company accept responsibility for any audit failures stemming from the custom changes?

**N/A**

1. Custom solutions, scripts, code & xml changes, including the Dyanmic Form Tool are not part of the main product, and therefore are not part of our typical month long regression testing, so inherently carry high risk. We cannot fully predict outcomes because this is a 1 off custom solution that we have no history or baseline to compare results to. Is this acceptable?

**N/A**

1. Quality assurance is done during run-time by the engineer and after the run-time by the customer. Will you as the customer accept full responsibility for giving the final go ahead to execute the task after you have tested on a subset of records and confirmed results have met your needs?

**Please provide an answer:**

1. Backups: Depending on the nature of the change a backup may not be possible. Please discuss with Support before agreeing to any changes if a backup of your data will be part of the service before proceeding. Note: Back up will not be provided for this change. Does your company agree with this?

**Please provide an answer:**

1. Form Batches: Forms that get custom updates may be removed from their original launch group preventing further bulk updates via admin tools. This means that if there are things you need to do in the future with all your forms, your admin may need to manually do it 1x1. Do you understand the additional admin burden this can cause your administrators?

**Please provide an answer:**

1. Changing live forms in Signature and Completed steps introduces legal issues if your company is audited and they find what an employee signed off on was changed programmatically. We need your written agreement accepting these impacts and risks to proceed. Do you on behalf of your company accept these impacts, limitations and risks? And do you still request that SuccessFactors proceed with the change solution knowing these limitations and possible negative impacts?

**YES Agreed By**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_