SUBURBAN SECURE · ILLUSTRATIVE EXAMPLE · VERSION 1 · 14 NOVEMBER 2026

Network change and rollback plan

Example scenario: replacing a firewall while keeping essential business services available.

> **Example only — not a client report.** This fictional scenario shows a possible deliverable. It is not an assessment of your organisation, a quote or a promise of results. Scope and evidence requirements are agreed for each engagement.

01 / Change record

Reference

EXAMPLE-CHG-001 · Draft for discussion

Objective

Replace an ageing firewall and preserve agreed connectivity and access rules.

Change owner

Named technical lead — to be agreed

Approver

Organisation's authorised decision-maker — to be agreed

Window

To be agreed after dependency and recovery review

Potential impact

Internet, remote access, calling and cloud services may be interrupted.

02 / Before the change

1. Confirm the configuration, access rules, provider hand-off and dependent services.
2. Capture and verify a usable backup of the existing configuration. Keep the original equipment available for rollback.
3. Prepare the replacement configuration and test it where practical without affecting production.
4. Agree the outage window, communications, acceptance tests and latest rollback decision time.
5. Record approval and confirm that the organisation and relevant providers are ready.

03 / Go, pause or roll back

Proceed

Approval, recoverable configuration, people and test plan are all confirmed.

Pause

A dependency or required access remains unresolved. Resolve it before cutover.

Roll back

A critical service fails acceptance or the agreed recovery threshold is reached.

The change owner makes the decision with the authorised organisation contact. The actual deadline and recovery steps must be validated for the environment.

04 / Acceptance record

Service	Check	Expected result	Record
Internet and DNS	Access agreed business sites and resolve names.	Normal access from authorised devices.	Pending / evidence / tester
Cloud and calling	Sign in to required services and make test calls.	Agreed essential workflows function.	Pending / evidence / tester
Remote access	Test approved access and authentication.	Authorised access works; unwanted access remains blocked.	Pending / evidence / tester
Network separation	Check staff and guest paths against the design.	Separation matches approved requirements.	Pending / evidence / tester

05 / Recovery and closure

If rollback is required, restore the agreed previous connection and configuration, repeat essential-service checks and communicate the outcome. Record the reason and outstanding investigation before scheduling another attempt.

After acceptance, update the network diagram, configuration records, asset register and support contacts. Record actual interruption and lessons learned. This sample promises no particular downtime; achievable timing depends on the environment and preparation.