Guidance on Obtaining Approval to Install a Change (Go Live)

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Approval to install a change to the production environment will be given when the Change Manager has confidence that the change will leave the production system in a consistent or improved state.

In this document, we outline the materials that must be submitted, and explain the rationale for them. Because the burden is on you to convince the Change Manager, you are free to submit additional materials with your request to go live. Any lengthy additional material needs to be accompanied by a one-paragraph synopsis.

1 Decision Criteria

The Change manager considers a number of criteria before approving the installation of a change:

1) Does it seem that what was constructed actually satisfies the business need in the corresponding RFC(s)?
2) Would the CD production system maintain its integrity after the installation of the change?
    a. Does the thing itself seem well enough constructed to be part of the production system?
    b. Would the installation have a negative impact elsewhere in the production system?
3) Is the installation itself well defined and schedulable (things touched and affected are all known, firm estimates of duration and effort, etc…)?
4) Is there an acceptable plan for recovery if the installation fails, for example a backout plan?

2 What should be produced to allow a decision to be made?

The approval process uses the data requested below to determine whether the decision criteria have been met. Additional supplemental information might be requested based on the specifics of the change.

2.1 Development Summary

The development summary explains what was done in the build and test process. The sections below describe the requested data:

2.1.1 Business need

This is a simple statement of whether the change is seen to completely meet the business need in the corresponding RFC. A sentence suffices, unless there is a gap in meeting the need.

Example: This change meets the business need presented in the original RFC.

Example: This change allows the Computer security team to remove a computer from the Fermilab network. However, in implementing this change we learned that the methods employed allow VPN users to re-connect immediately. Fixing this is problematic. The as-built change provides substantial protection capabilities for the laboratory.

2.1.2 Artifacts Created

The statement outlines the deliverables in the release. Deliverables supported in the configuration database shall be created and modeled as CI's, including:
- Technical deliverables, such as new software or hardware.
- Documentation that was created or modified.

Other deliverables of interest should be enumerated, for example, Communications artifacts, which will be used to announce the change.

Under some circumstances build and test plans may allow for the modification of the live environment. For these cases, describe the changes made during build and test which are still resident in the live environment.

2.1.2.1 Technical Deliverable

Example: A new field (date_last_maintained) was added to the report. The source code can be found in Harvest Package→ EBS11i: PTA#10158 – Change Cobra Extract Content.

2.1.2.2 Documentation Deliverable

Example: This change creates a new document specifying inputs for approvals to build and test. Click on the following link to get to the documentation in DocDB → 3527-v3 Change Management Tool Training

2.1.2.3 Communication Deliverable

Example: This change affects users anywhere at Fermilab who file incident tickets with the Fermilab Service desk. Announcement texts that have been approved by the CD's communication process:

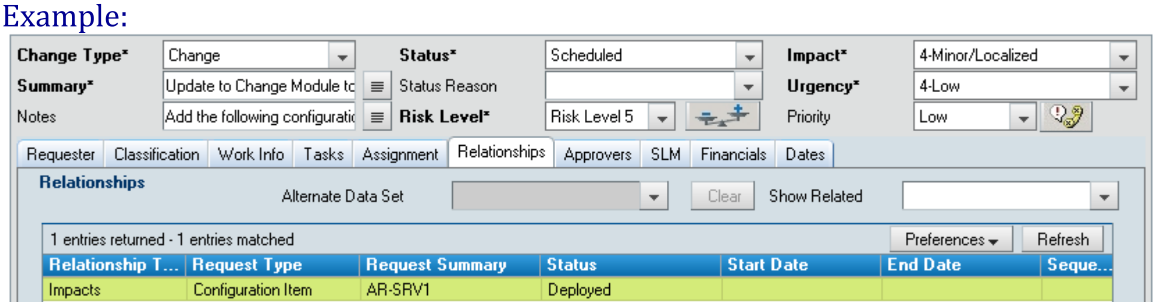
- Describing the downtime required to install this change
- Describing the new features available to users

2.1.2.4 CI List

Configuration Items and their relationships to other CI's should be identified, verified as correct, and updated if necessary. Provide a description of CI's currently not well modeled in the Remedy Configuration database in the summary field or work info tab.

CI's currently managed in the Remedy/Atrium tool shall be documented in the "relationships" tab of the Change request.

Example:



2.1.3 Testing and Verification

The testing and verification section summarizes what has been done to assure the quality of the release that is to be put into production. Describe tests and additional activities above and beyond testing whose focus is to discover latent defects. A review or local CAB might be such an additional activity. Such an activity should produce written output.

- Document the test scenarios that were completed to ensure that the change produced the intended results and that new problems are not introduced into the production environment. Ideally, test cases should document both expected and actual results.
- Additionally, document any other assurance activity producing writing that you may have used to build confidence in the change, for example, local CAB's or reviews.

Example 1:
1. Enter a change in W4 exemptions for ee#7515W using the prior Friday date - see if change was on paycheck➔ entered 2/15/08 S-3 + 20.00 (was S-1 + 10.00) - Ok rp 6/20/08

2. Enter a change in W4 exemptions for ee#8580W using the a future Monday date - see if change was on paycheck➔ entered 2/25/08 M-3 +15.00 (was M-0 + 0) Ok rp 6/20/08

3. Enter a change in W4 exemptions for ee#4318W using the a future Monday date ➔entered 3/03/08 M-2 + 25.00 (was M-0 + 0) Ok rp 6/20/08

Example 2 (prose documenting additional review activity):
The network service we are changing interacts dynamically with the security infrastructure; the as-built design of service was reviewed by CST and the NIMI team, with output at http://www…

2.1.4 Enterprise Concerns Checklist

The enterprise concerns checklist enumerates various cross cutting concerns associated with change. The purpose of the checklist is to ascertain that the change accounts for these concerns. As release management matures, release management will supply the checklist. The checklist takes the form of table of three columns:

1. The "concern" column names a specific concern that the change might need to be addressed while building the change.

2. The "status" column is used by the change planner to indicate if the concern applies, and if so how the concern was met.

3. When a lengthy discussion of the concern and its status is needed, the note indicates where the discussion can be found.

For many changes, the status of N/A (not applicable) will apply to all or many of the rows.

Concern	Status	Notes
Computer security technical risk assessment performed; any modified controls implemented?		
Major or Minor Application Plan updated?		
Applicable Contingency/DR plans outside of Major or Minor Application updated?		

Example:

Concern	Status	Notes
Computer security technical risk assessment performed; any modified controls implemented?	n/a No new packages, upgrades, or changes to factors in the existing technical risk assessment	
Major Application Plan updated?	Yes	A
Applicable Contingency/DR plans outside of Major or Minor Application updated?	n/a	

Note A: The MA plan was updated to include the computers added by this change.

2.2 Install Plan

The install plan documents:

- The steps necessary to move the change into production, along with their estimated duration.
- The actions taken during the install to validate the change.
- The length of a system outage (if any) to install the change

Example:
This move to production does not require a system outage. Move to production steps executed by the PeopleSoft DBA:

1. Take a database and code tree backup
2. Satisfy Harvest Requests → HRMS System 8.9: PTA # 14426 Tax Update 09E
3. Move Tax Update database objects using Change Assistant → 09E - PRJ766835
4. Recompile all vanilla and custom COBOL
5. Move Customized PS Objects via Project HRMS14426

The install will take two hours, if backout is not needed.

2.3 Backout Plan

The backout plan documents:

- The steps which would be needed to back the change out, along with their estimated duration.
- The additional outage required to back out a change

To backout, the DBA needs to restore both the code tree and database using the backup that was made in the first step of the implementation plan. This would take about two additional hours.