1MSP - RFC Control Document

Contents

[**Control Page** 3](#_Toc184197585)

# **Control Page**

|  |  |  |  |
| --- | --- | --- | --- |
| **Document Management** | | | |
| **Retention** | **In Use** | **Department:** | **Netsurit Internal** |
| **Classification** | **Internal** | **Category:** | **Policies and Procedures** |
| **Document Location** | [**Support Department - Home (sharepoint.com)**](https://inobitsza.sharepoint.com/sites/SupportDepartment) | **Name:** | **RFC Control Document** |
| **Effective Date:** | **01 September 2024** | **Document Owner:** | **Alphonso de Vos** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Document History** | | | |
| **Revision Number** | **Revision Date** | **Summary of Changes** | **Name** |
| **1** | **December 4th 2024** | **Moved to new Stationary** | **Alphonso de Vos** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Approvals** | | |
| **Approval 1** | **Approval 2** | **Approval 3** |
| Signature | Signature | Signature |
| **Nicolas Hocquet**  **Executive: Group VP of Managed Services • Exco JHB** | **Alphonso de Vos**  **Head of Remote Operations - Group** | **Greg Langlois**  **Customer Delivery Manager (Maine)** |

***FOR INTERNAL AND CUSTOMER CHANGES***

Details should be completed, and this form submitted to the Manager of Professional Services. This will be signed off weekly in the IT steering committee, unless urgent in which case it will be addressed sooner.

**Summary:**

|  |  |
| --- | --- |
| **Title:** | Disaster Recovery Machine Change |
| Account Name: | NCA North Country Associates |
| Ticket Number: | #Ticket to be Logged |
| Submission Date: | 2025/01/28 |
| Priority  (High/Medium/Low): | Medium |

**Key Contacts:**

|  |  |  |
| --- | --- | --- |
| Name: |  | Customer Contact Details |
| Company: | Netsurit |  |
| Job Title: |  |  |
| Email Address: |  |  |
| Contact Number: |  |  |

**Notification Requirements (Typically 48-hour notice unless an emergency):**

|  |  |
| --- | --- |
| Detail client notification requirements | 48 Hour |

**Details of Change:**

|  |  |
| --- | --- |
| Configuration Item/s to be changed: | * GPO change for DR(Disaster Recovery) machines * DR(Disaster Recovery) machines GPO to be changed from DR Machine to Normal account with only the DR accounts to be locked down with the GPO * DR(Disaster Recovery) local accounts to be created per Facility due to Compliance * GPO Policy to be created and Device group for policy to be pushed out on as this is now being done Manually |
| Reason for Change: | Client requested these changes for users to be able to work on the DR (Disaster Recovery) machines |
| Work required: | * GPO creation for DR machines lockdown for DR accounts * Per Facility account to be created for DR machines * Removal of old GPO settings on the DR machines * Ensure Printers are working and that users are |
| What will be changed: | Group Policy Objects will be changed so that it can be used as a ordinary machine by All users except the DR account for that facility |
| Priority and Impact Analysis: | Medium/High – DR machines will be unavailable while the team is busy working on this |
| Please list all services affected by this change: | DR machines – Account access |

**Changes to Monitoring:**

|  |  |
| --- | --- |
| Detail changes to any aspect of monitoring. | No Change |

**Changes to Backup:**

|  |  |
| --- | --- |
| Detail changes to any aspect of Backup strategy, process, or location. | No Change |

**Changes to Security:**

|  |  |
| --- | --- |
| Detail changes to any aspect of security (risk level, vulnerabilities, increased Internet exposure, etc). | High Level |

**Testing Plan:**

|  |  |
| --- | --- |
| Testing Plan: | Once GPO is configured  Remove old GPO from the DR machine( This will be done in groups of 5) and then push the new GPO out  Test with the following machines if a normal user can use it like they asked and then continue roll out |

**Roll Back Plan:**

|  |  |
| --- | --- |
| Roll Back Plan: | Default GPO from the DR machines will be backed up before changes happen  Would then be able to default back to this if anything is not working |

**Netsurit Responsibilities:**

|  |  |
| --- | --- |
| Responsibilities List: | To be Discussed |

**Customer Responsibilities:**

|  |  |
| --- | --- |
| Responsibilities List: | To be Discussed |
| Additional Comments: |  |

**CAB Authorization:**

|  |  |
| --- | --- |
| Approval Status: |  |
| CAB approvals: |  |
| Date |  |
| Additional Comments |  |
| Signed |  |

**Customer Acceptance** *(if applicable)***:**

|  |  |
| --- | --- |
| Approval Status: |  |
| Change Approved By: |  |
| Authorised Signature |  |
| Date |  |

**END**