

Advanced Change Ticket Report

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|-----------------|--|--|--|---------------------|--|------------------------|--|-----------------|--|------------------|--|--|--|--|--|--|--|
| ID and summary | | | | | | VZCR00000455438 | | | | | | [IT] Tilburg PROD Oracle quarterly patching(Oct 2023) on cluster oradbc-prd-40 | | | | | |
| General | | Priority | | Impact | | Status | | Approval Status | | Create Date | | | | | | | |
| | | Medium | | 2-Significant/Large | | Scheduled For Approval | | Pending | | 29/01/2024 12:31 | | | | | | | |
| Responsible | | Sandeep Gabhane | | | | Cognizant-Ops-Database | | | | | | | | | | | |
| Planned Dates | | 21/02/2024 23:00 | | | | 22/02/2024 05:00 | | | | | | | | | | | |
| Planned Outages | | 21/02/2024 23:15 | | | | 22/02/2024 03:30 | | | | | | | | | | | |
| Description | | <div>- Work description (in non expert language): Oracle database/grid quarterly patching(Release updates and security fixes for Jan 2024) on GIRD HOMES,Oracle DB HOMES of Tilburg prod cluster oradbc-prd-40 and on it's DR homes. This is for quarterly fixes, multiple security vulnerabilities implementation.</div> <div>- Which procedure will be followed(including a high level Work Planning): Maintenance will start at 23:00 CET on 21th Feb 2024 and will end at 05:00 CET on 22th Feb 2024. Below are the steps which will be followed during each maintenance window: 21th Feb 24 23:00 CET Communication when starting activities 21th Feb 24 23:10 CET Application teams will stop the applications connecting to databases 21th Feb 24 23:30 CET DBA will start patching 22th Feb 24 02:30 CET Perform Rollback if patching fails 22th Feb 24 04:30 CET communicate to application teams once the patching is done 22th Feb 24 04:35 CET Application team will do the validation 22th Feb 24 05:00 CET Communication when ending activities</div> <div>SIGN OFF - Positive quality Check by Technology Operations Backoffice (SMC/DNOC): No - Impact assessment and reason why it needs to be done now: No (reason) This change has been tested on lower environments(DEV/TEST/UAT)and will be performed during maintenance windows. - Timestamp of approval and written approval of the engineering manager/TLT: This change will be communicated to application owners and implementation will start only after the approval from each application owner. (incl written approval attached)</div> <div>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: No</div> <div>DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: No If Yes, which change(s) CHG Change title: change date:</div> <div>PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked op VTC : Yes This has been tested successfully on lower environments(</div> | | | | | | | | | | | | | | | |
| Risk Level | | Risk Level 2 | | | | | | | | | | | | | | | |
| Risk Assessment | | <div>Can this change have more impact than intended? No Worst case scenario Same impact, but longer duration</div> <div>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? : Yes</div> <div>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</div> <div>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? : Yes</div> | | | | | | | | | | | | | | | |

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Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
This change has been tested in lower environments and can be rolled back if any issue observed.
However During Patching application will be down, No Application connection during patching
Application will be down , If patch fails we will rollback the patch and the application will be available again
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.
The Change will be executed with 4 eye principal. and the change alert will be monitor by SMART OPS teams.

If Not In case if the DBs are not upgraded through latest patches then it may impact on the DB performance and Security posture of VFZ.
2) If the upgrade is not performed security bugs will not be fixed.

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | During maintenance window (start - 23:00 CET and end - 05:00 CET) rollback of patch will be executed if any issue observed.22th Feb 24 03:30 CET (on or before)DBA will rollback the patch if any issue.22th Feb 24 05:00 CET Application teams will do the validation after the rollback22th Feb 24 05:15 CET Communication when ending activitiesDetailed Explanation:-1.DBA will login to the database where issue occurred.2.DBA will recognize the patch id because of which issue occred.3.DBA will roll back the patch using opatch rollback -id command4.DBA will ensure that the older/previous version of the patch is on database. 5.Application teams will do the validation after the rollback6.Communication when ending activitiesRollback duration:Start Time : 3:30AM CETEnd Time: 5:00AM CETTechnical Explanation:-\$ <ORACLE_HOME>/bin/srvctl stop database -d <db-unique-name><GI_HOME>/OPatch/opatchauto rollback <UNZIPPED_PATCH_LOCATION>/35037840 -oh <GI_HOME>\$<ORACLE_HOME>/bin/srvctl start instance -d <db-unique-name> -n <nodename> |
| | Duration | 01:30 |
| | Criteria | During maintenance window (start - 23:00 CET and end - 05:00 CET) rollback of patch will be executed if any issue observed.03:30 CET (on or before)DBA will rollback the patch if any issue.04:30 CET Application teams will do the validation after the rollback05:00 CET Communication when ending activities |
| | Decision By | Cognizant DBA and application teams. |
| | Start Date | 22/02/2024 03:30 |

Related Items

| | |
|-------------------|--------------------|
| Affected Services | SAF |
| | OSS10 |
| | Sigma |
| | ImBoost ISW |
| | ImBoost Klic |
| | ImBoost CAD |
| | Beusen and CatV |
| | Address Portal 2.0 |
| | RBM VPA |
| | Pay per day |
| | OPPM |
| | Kabel Noord |
| | Unify |
| | Ayaya |
| | Connect Lite |
| | Totalview |
| | FMEE |
| | Tibco |
| | GDPR DQ |
| | GDPR EDC |
| | Confluence |
| | Prisma |
| | Baaccess |
| | HBO Portal |
| | OAP |
| | Beaufort |
| | FieldTool |
| | Lavastorm |
| | ServAssure |
| | HPE DSP |
| | ADT3.0 |
| Affected CIs | PADP404P |
| | PADT307P |

PADT309P
PADT319P
PADT408P
PADT417P
PAVY402P
PBAC404P
PBCV404P
PBFT403P
PCAD403P
PCNF402P
PCNL404P
PCNT304P
PCRA412P
PDSP403P
PFDM401P
PFEP404P
PFSB404P
PGDC402P
PGDQ402P
PHBO404P
PHVR302P
PHVR401P
PKBN404P
PKLC403P
PKOF302P
PLVS404P
POAP404P
POPM402P
PPCD303P
PPPD404P
PPSM403P
PSAA401P
PSIG404P
PSWH404P
PTCY308P
PTCY414P
PTIB308P
PTIB405P
PTVW401P
PUNF403P
PVPA403P
PVPA405P

Related Items

Advanced Change Ticket Report

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|-----------------|---|---|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000455509 [ROLLOUT] BSC Bulk-Cutovers 2024 - 8C | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Approval | Pending | 29/01/2024 15:21 |
| Responsible | Bert Creemers | | ENN-BLD-ACCESS-BSCRNC | | |
| Planned Dates | 21/02/2024 23:00 | | 22/02/2024 06:00 | | |
| Planned Outages | 22/02/2024 00:00 | | 22/02/2024 05:00 | | |
| Description | CAB 07/02: Pending sitelists. 29/01 BertC Sitelist to be added +++++ | | | | |
| | 4/12/2023 BertC Final MOP is attached NOTE: actual Sitelist will be delivered in the Change Debriefing for Babysit and PM-reporting. +++++ | | | | |
| | 25/10 BertC: Now that VFZ has build new GSM BSC\s, site-cutovers are again required to re-arrange the traffic of sites over the network. Site-Cutovers were done frequently in the past. Find here some Change-numbers for reference: VFNLCR000265683 - VFNLCR000278275 - VFNLCR000298297 +++++ | | | | |
| | - Work description (in non expert language): 2G site cutovers. After the Pilots these are the bulk-cutovers that re-arrange between BSC's. We will work in bulks of 10 nodes, when time allows we go for next 10 sites to maximize number of sites in change. In this change also some recently developed tooling will be used, as this automates the manual labor normally required for cutovers. The intention is to cutover more sites in one changewindow. The sites will be cutovered from Source to target BSC as in the below schedule. As stated if time allows more sites will be cutovered. In the debriefing of this Change, the actually cutovered sites and their respective BSC's will be listed. The below planning has been made, it is expected that we will use all change-windows in the week of 11 December. +++++ - which procedure will be followed(including a high level Work Planning): During the morning of the change, the targeted sites will be prepared. Start time Action 23:00 Run health checks / alarm list 00:00 1) Lock first site and change IP address settings 00:05 2) Move transmission 00:10 3) Un-lock site and check if site is On-Air. 00:15 Perform previous steps for the other sites 5:00 Sites should all be | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | |

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Low number of nodes can be off-air due to linking, or for a low number of nodes the parameters are not optimal.
This results in reduced coverage in a certain area.
Or Capacity on receiving BSC is unexpected higher than foreseen, which means that it is possible that the end user cannot setup a call
Sites being rehomed will not come onair. As sites are cutovered one by one the impact can be only on individual sites.
2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs

BSC performance was tested with pilot sites.
We use small batches to limit impact.
Procedure is tested before and during cutover it will be tested to be successful and if not sites will be rolled back.

If Not

If this change is not executed then new BSC will not be used and old BSC cannot be removed.

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | Rollback Scenario: Roll Back is applicable per site, not for the complete batch, and only in case there is a major fault.- Rollback activity Rollback will be done by cutovering teh site back to its original BSC.- Rollback steps (define the rollback steps with timestamps)05:00 decide to rollback the node05:01 enter the command to cutover to original BSC05:07 Node back on line and UAR- Rollback criteria: Describe the criteria for the rollback specific to the ChangeOnly in case there is a major fault on the site it will be rolled back.Same routine in reverse order. |
| | Duration | 01:00 |
| | Criteria | Decision is site oriented (not on/for a complete bulk) because changes will be performed per 2G site. Problems with getting site operational in target BSC. |
| | Decision By | Decision is made by the Implementation engineer. This name is mentioned under “responsible for change execution” |
| | Start Date | 22/02/2024 05:00 |

Related Items

Affected Services 2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

Affected CIs The actual cutovered Sites will be delivered in a list included in the Change Debriefing.

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|----------------------|-----------------|------------------|
| ID and summary | | VZCR00000457138 [BACKUP of VZCR00000452520] vEPC Expansion 2025 phase 2 - Integration of new SRK & ARN MBB UP's with EIN & ARN Control Planes for Sx Mesh [PPM624879] | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 08/02/2024 09:53 |
| Responsible | Parag Prabhakar Pujari | | ENN-BLD-DATACONTROL | | |
| Planned Dates | 21/02/2024 23:00 | | 22/02/2024 06:00 | | |
| Planned Outages | - | | - | | |
| Description | <p>- Background</p> <p>vEPC expansion 2025 phase 2 is increasing Voice and MBB User Plane capacity to be sufficient until 2025. This is done by expanding the existing Voice User Plane clusters and adding additional/new MBB User planes UPV010 and UPV011. This is a Backup change for VZCR00000452520 vEPC Expansion 2025 phase 2 - Integration of new SRK & ARN MBB UP's with EIN & ARN Control Planes for Sx Mesh [PPM624879]</p> <p>- Work description (in non-expert language):</p> <p>This activity is part of vEPC Expansion 2025 phase 2. In this change the new MBB User Planes of location SRK & ARN will be integrated with EIN CP cluster (live/standby/cold-standby) and the new MBB User Planes of location SRK will be integrated with ARN CP cluster (live/standby/cold-standby).</p> <p>These MBB UPs will be added for Sx Mesh and no corresponding test or live APN will be configured for these Sx Mesh UPs.</p> <p>- Which procedure will be followed (including a high level Work Planning with Timestamps):</p> <p>23:00 Prechecks</p> <p> ===== EIN CP Node =====</p> <p>00:00 ICR shutdown on Standby Node</p> <p>00:05 Configure new SRK & ARN UPs as SGW & PGW on Active node</p> <p>00:35 Configure new SRK & ARN UPs as SGW & PGW on Active node</p> <p>00:40 ICR Enable on Standby Node</p> <p>00:50 Configure new SRK & ARN UPs as SGW & PGW on Active node</p> <p> ===== ARN CP Node =====</p> <p>01:20 ICR shutdown on Standby Node</p> <p>00:25 Configure new SRK UPs as SGW & PGW on Active node</p> <p>01:55 Configure new SRK UPs as SGW & PGW on Active node</p> <p>02:00 ICR Enable on Standby Node</p> <p>02:10 Configure new SRK UPs as SGW & PGW on Active node</p> <p>02:30 Post checks & Cookbook</p> <p>If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: Yes. Pre-checks will start at 23:00</p> <p>DEPENDENCY:</p> <p>- are there any preceding changes to which result the implementation of this change is dependent: Yes,</p> <p>Yes, which change(s)</p> <p>CAT-0 vEPC Expansion 2025 phase 2 - Perform deployment of MBB-010 and MBB-011 in Schiphol</p> <p>PRE CHANGE TESTS in TEST ENVIRONMENT</p> <p>- Procedure checked op</p> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <p>Can this change have more impact than intended? No</p> <p>Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change</p> | | | | |

window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

4) List which Incidents can be caused by this change and what is per Incident the Service Impact.

In case of connectivity issue with Sx towards new MBB UPs, alarm will be generated, this will not cause any impact for subscribers, but rollback will be performed. Because the new MBB User Planes are not used for any live traffic, the chance on service impact for customers is seen as very small.

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

No APNs will be configured for these new UPs in Sx Mesh and hence there will not be any impact on live traffic .

If Not Sx connectivity wont be integrated with new UP MBB nodes & hence cant do testing with new MBB nodes.

| | | | |
|------------------|-------------|--|--|
| Rollback details | Scenario | New Sx configuration and test APN /test IP pool config will be rolled back04:00 to SMC/FO via GIDS Portal===== EIN CUPS =====04:05 Node04:10 Rollback PGW & SGW configuration for SRK& ARN UPs on Active node04:15 SGW configuration for SRK& ARN UPs on Standby node04:20 ICR Enable on Standby Node04:25 Rollback PGW & SGW configuration for SRK& ARN UPs on Cold-Standby node CUPS =====04:45 ICR shutdown on Standby Node04:50 Rollback PGW & SGW configuration for SRK UPs on Active node04:55 Rollback PGW & SGW configuration for SRK UPs on Standby node05:00 ICR Enable on Standby Node05:05 Rollback PGW & SGW configuration for SRK UPs on Cold-Standby node 05:30 Post-checks & Cookbook06:00 Close of change | Announce the rollbac ICR shutdown on Standby Rollback PGW & ICR Enable on Standby ===== ARN Rollback PGW & SGW configuration for SRK ICR |
| | Duration | 02:00 | |
| | Criteria | Issues during change/testing | |
| | Decision By | Implementation Engineer | |
| | Start Date | 22/02/2024 04:00 | |

Related Items ARN07PGWCPV001, ARN07PGWCPV002, EIN01PGWCPV001, EIN01PGWCPV003

Affected Services None

Affected CIs
ein01pgwcpv001
arn07pgwcpv002
srk03pgwcpv003

arn07pgwcpv001
srk03pgwcpv002
ein01pgwcpv003

srk03pgwupv010
srk03pgwupv011

arn07pgwupv010
arn07pgwupv010

Related Items

Advanced Change Ticket Report

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|------------------|---|--|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000458912 [IT] - Increase RAM Size in Aurora CDM prod servers LG-IT | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 13/02/2024 16:57 |
| Responsible | - | | | | |
| Planned Dates | 21/02/2024 23:00 | 22/02/2024 06:00 | | | |
| Planned Outages | - | | | | |
| Description | <div>Work Description:</div> <div>1. High level description of the change: <The high level description is expected to be brief but comprehensive > Upgradation of total RAM memory in CDM prod Servers</div> <div>2. Business justification for the change: <Why do we need this change? How does this improve the end user/customer experience? If related to a project, please add project name> We are facing a lot of high load average and swap memory issues in CDM prod servers after the installation of EDR(MDE) monitoring agent and we are in need of higher RAM memory in order to fix this issue</div> <div>3. Provide service impact assessment by answering points 3.1 to 3.9 3.1. What infrastructure/component/CI is the change performed on? <For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDB, please create CI relationship using "ACTING-CI"> Viepcdmnl14172.28.197.22 Viepcdmnl15172.28.197.23 Viepcdmnl16172.28.197.20 Viepcdmnl17172.28.197.21 Viepcdmnl18172.28.200.106 Viepcdmnl19172.28.200.107 Viepcdmnl20172.28.200.110 Viepcdmnl21172.28.200.111 Viepcdmnl22172.28.200.214 Viepcdmnl23172.28.197.18 Viepcdmch10 172.28.196.30 Viepcdmch11 172.28.196.31 Viepcdmch12 172.28.196.26 Viepcdmch13 172.28.196.27 Viepcdmie10172.28.196.32 Viepcdmie11172.28.196.33 Viepcdmie12172.28.196.28 Viepcdmie13172.28.196.29 Viepcdmpl10172.28.196.95 Viepcdmpl11172.28.196.96 Viepcdmpl12172.28.196.97 Viepcdmpl13172.28.196.98 viepevrat01 172.31.60.143 viepevrat02 172.31.60.144 <Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) > ----- Country A: 3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activit</div> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | - LG Responsibility LG Responsibility | | | | |
| If Not | - | | | | |
| Rollback details | Scenario | LG Responsibility | | | |
| | Duration | 01:00 | | | |

Advanced Change Ticket Report

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|-------------|-------------------|
| Criteria | LG Responsibility |
| Decision By | LG Responsibility |
| Start Date | 22/02/2024 05:00 |

Related Items

Affected Services -

| | |
|--------------|---------------------------|
| Affected CIs | Vipecdmnl14172.28.197.22 |
| | Vipecdmnl15172.28.197.23 |
| | Vipecdmnl16172.28.197.20 |
| | Vipecdmnl17172.28.197.21 |
| | Vipecdmnl18172.28.200.106 |
| | Vipecdmnl19172.28.200.107 |
| | Vipecdmnl20172.28.200.110 |
| | Vipecdmnl21172.28.200.111 |
| | Vipecdmnl22172.28.200.214 |
| | Vipecdmnl23172.28.197.18 |
| | Vipecdmch10 172.28.196.30 |
| | Vipecdmch11 172.28.196.31 |
| | Vipecdmch12 172.28.196.26 |
| | Vipecdmch13 172.28.196.27 |
| | Vipecdmie10172.28.196.32 |
| | Vipecdmie11172.28.196.33 |
| | Vipecdmie12172.28.196.28 |
| | Vipecdmie13172.28.196.29 |
| | Vipecdmpl10172.28.196.95 |
| | Vipecdmpl11172.28.196.96 |
| | Vipecdmpl12172.28.196.97 |
| | Vipecdmpl13172.28.196.98 |
| | viepevrat01 172.31.60.143 |
| | viepevrat02 172.31.60.144 |

Related Items

Advanced Change Ticket Report

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|---|--|--------------------|----------------------|-----------------|------------------|
| ID and summary VZCR00000459031 [F-IT] Firebreak CR Feb24 1 Storage GN | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 14/02/2024 08:56 |
| Responsible | Ron Bovee Technology IT | | | | |
| Planned Dates | 21/02/2024 23:00 29/02/2024 01:00 | | | | |
| Planned Outages | - | | | | |
| Description | <div>- Work description (in non expert language): Firebreak Storage in DC GN</div> <div>- Which procedure will be followed(including a high level Work Planning): Standard Decom procedure See attachement</div> <div>- Related to Decom CR Feb24 1 Storage GN VZCR00000459032</div> <div>Start firebreak: 26 Feb 2024</div> <div>End Firebreak 2 working days: 29 Feb 2024</div> <div>Decommissioning procedures Storage see attachment</div> <div>SIGN OFF</div> <div>- Positive quality Check by Technology Operations Backoffice (SMC/DNOC):No Not needed in decommissioning</div> <div>- Impact assessment and reason why it needs to be done now: Yes, part of DC Consolidation and approvals from business / operations</div> <div>- Timestamp of approval and written approval of the engineering manager/TLT: Yes, approval are available in mail.</div> <div>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Decommissioning has several steps without impact on running infra.</div> <div>DEPENDENCY:</div> <div>- are there any preceding changes to which result the implementation of this change is dependent: No</div> <div> If Yes, which change(s)</div> <div> CHG</div> <div> Change title:</div> <div> change date:</div> <div>PRE CHANGE TESTS in TEST ENVIRONMENT</div> <div>- Procedure checked op VTC : N/A due to firebreak procedure</div> <div>TESTPLAN</div> <div>- Test plan Available : N/A for decommissioning</div> <div>- Health check part of the implementation procedure and testplan:</div> <div> pre-change: N/A for decommissioning</div> <div> post-change: Yes, during unracking checks on shutdown is done before powerdown.</div> <div>RISK ASSESSMENT</div> <div>N.a</div> <div>AFTERCARE</div> <div>- who will do the baby-sit(name and phone) and when the baby-sit start: N.a.</div> <div> Department:</div> <div> Name:</div> <div> Phone Number:</div> <div> Mobile:</div> <div>- what activities the baby-sit will perform: N.a.</div> <div>- Performance monitoring "Day after" and who will do this (name and phone) : N/A for decommissioning</div> <div> Department:</div> | | | | |

Advanced Change Ticket Report

Name:
Phone Number:
Mobile

Risk Level Risk Level 1

Risk Assessment Can this change have more impact than intended? No
Worst case scenario Same impact as change
1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes due to firebreak period

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes during firebreak

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not -

Rollback details Scenario Enable Access
Duration 01:00
Criteria Beeped by user
Decision By Executer
Start Date 26/02/2024 10:00

Related Items OTHER-IT

Affected Services -

Affected CIs GN-STBHUSVM-02

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|--|---|------------------------|-----------------|------------------|
| ID and summary | | VF-RO: [Backup for VZCR00000449078] EPG upgrade to 2.17 EP 11 - CGA cluster | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 3-Moderate/Limited | Scheduled For Approval | Pending | 11/12/2023 14:11 |
| Responsible | Alexandru Lupusoru | | TECH-RO-NOC-BO-PS | | |
| Planned Dates | 21/02/2024 23:30 | | 22/02/2024 04:30 | | |
| Planned Outages | - | | - | | |
| Description | CAB 7/2: As is ===== | | | | |
| | CAB 31/1: As is. | | | | |
| | - Work description (in non expert language): | | | | |
| | We are going to upgrade EPG to a new software version (EPG 2.17 EP11) delivered by Ericsson in order to solve the following issue: rollbacks and BRM restores can fail if EPG configured with High Number of APNs configured (100+) and Custom PM jobs configured with granularity period of less than 15 minutes. | | | | |
| | - which procedure will be followed(including a high level Work Planning): | | | | |
| | 23.30 - prechecks | | | | |
| | 00.00 - upgrade the standby node: NLEHV1PGW04 | | | | |
| | 01.30 - switchover from the active node NLSPL1PGWC03 to the standby NLEHV1PGW04 | | | | |
| | 02.00 - upgrade the new standby node: NLSPL1PGWC03 | | | | |
| | 03.30 - switchover back the traffic back to NLSPL1PGWC03 | | | | |
| | 04.00 - post-checks | | | | |
| | 04.30 - end of change | | | | |
| | If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: pre-checks | | | | |
| | DEPENDENCY: | | | | |
| | - are there any preceding changes to which result the implementation of this change is dependent: No | | | | |
| | PRE CHANGE TESTS in TEST ENVIRONMENT | | | | |
| | - Procedure checked op VTC : Yes | | | | |
| | TESTPLAN | | | | |
| | - Test plan Available : Yes | | | | |
| | - Health check part of the implementation procedure and testplan: | | | | |
| | pre-change: Yes | | | | |
| | post-change: Yes | | | | |
| | RISK ASSESSMENT | | | | |
| | See field 'If there is an incident what's its impact?' | | | | |
| | AFTERCARE | | | | |
| | - who will do the baby-sit(name and phone) and when the baby-sit start: | | | | |
| | Department: Regional NOC BO PS | | | | |
| | Name: Vlad Gavrilă | | | | |
| | Phone Number: | | | | |
| | Mobile:+40728086018 | | | | |

- what activities the baby-sit will perform:
check KPI, node alarms, services
- Performance monitoring "Day after" and who will do this (name and phone) : Yes
Department: Regional NOC BO PS
Name: Vlad Gavrilă
Phone Number:
Mobile:+40728086018

COMMUNICATION

Communication before and after the change via phone: Mandatory:
- VF-NOC-FO RAN --> +40 37 202 8111 OR
- VF-NOC-FO CORE --> +40 37 202 8115
FYI: VF-NOC-FO Romania will call SMC FO VF-Netherlands at start and end of the change.

Communication after the change

Risk Level Risk Level 1

Risk Assessment Can this change have more impact than intended? No
Worst case scenario Same impact as change
1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes
2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes
3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes/

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

In case that the upgrade can not be executed successfully, we'll proceed with the rollback.
There may be some data sessions lost when performing the switchover from the active node to the standby, but this procedure was tested many times in the past and the risk is minimum.
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

In case that the upgrade can not be executed successfully, we'll proceed with the rollback.
The upgrade will be made in stb node.
There may be some data sessions lost when performing the switchover from the active node to the standby, but this procedure was tested many times in the past and the risk is minimum.

- If Not The following bug won't be fixed:
- EPG Configuration will not be loadable.
 - Rolling back software via swm-cancel may not work.
 - BRM Restore may not work.

Rollback details Scenario Uninstall Upgrade package- For rollback will be used the detailed procedures attached in "rollback.zip" file.01:00 - Collect crashfiles & logs for further investigations01:10 - Check the validity of old software package01:15 - Gracefully shutdown the node01:25 - Uninstall the new software package 01:30 - Post-checks
Duration 02:00
Criteria Unsuccessful upgrade or alarms, degraded KPIs.
Decision By Change implementer
Start Date 22/02/2024 01:30

Related Items NLEHV1PGW04, NLSPL1PGWC03

Affected Services There is no impact as the upgrade will be done in the standby node

Affected CIs NLEHV1PGW04
NLSPL1PGWC03

Related Items

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | |
|-----------------|--|--|--|--------------------|--|----------------------------|--|-----------------|--|------------------|--|--|--|--|--|--|--|
| ID and summary | | | | | | VZCR00000456358 | | | | | | [LAPR] NSX-T upgrade for EHV location. | | | | | |
| General | | Priority | | Impact | | Status | | Approval Status | | Create Date | | | | | | | |
| | | Medium | | 3-Moderate/Limited | | Scheduled For Approval | | Pending | | 08/02/2024 13:57 | | | | | | | |
| Responsible | | Chanukya Rangana | | | | Cognizant-Ops-VMware-Infra | | | | | | | | | | | |
| Planned Dates | | 22/02/2024 00:00 | | | | 22/02/2024 06:00 | | | | | | | | | | | |
| Planned Outages | | - | | | | - | | | | | | | | | | | |
| Description | | - Work description (in non expert language): | | | | | | | | | | | | | | | |
| | | We are doing the NSX-T upgrade from ver_3.1.0 to ver_3.1.2 for EHV location because current version will be out of support soon. | | | | | | | | | | | | | | | |
| | | - Which procedure will be followed(including a high level Work Planning): | | | | | | | | | | | | | | | |
| | | Action Holder: Cognizant | | | | | | | | | | | | | | | |
| | | 00:00 AM | | | | | | | | | | | | | | | |
| | | => Report starts of change | | | | | | | | | | | | | | | |
| | | 00:20 AM | | | | | | | | | | | | | | | |
| | | => Take the snapshot of the NSX-T manager | | | | | | | | | | | | | | | |
| | | 00:30 AM | | | | | | | | | | | | | | | |
| | | => Backup of customized templates if applicable and download of .mub file. | | | | | | | | | | | | | | | |
| | | => Open a SSH session to a NSX-T manager and check the install-upgrade service. | | | | | | | | | | | | | | | |
| | | 00:50 AM | | | | | | | | | | | | | | | |
| | | => Inform customer to stop the applications running on the VMs | | | | | | | | | | | | | | | |
| | | => Power Off the respective VMs | | | | | | | | | | | | | | | |
| | | 01:50 AM | | | | | | | | | | | | | | | |
| | | => Login to the web GUI of NSX-T, go to System -> Upgrade | | | | | | | | | | | | | | | |
| | | -> Upgrade NSX -> Browse, select the NSX-T Data Center 3.1.2 upgrade .mub file and click on Upload to start the upload of the .mub file. | | | | | | | | | | | | | | | |
| | | => Click on Run Pre-Check -> All Pre-checks to start the precheck of the Edges, Hosts and NSX Manager | | | | | | | | | | | | | | | |
| | | -> Click on Run Pre-Checks to continue -> Next | | | | | | | | | | | | | | | |
| | | 02:00 AM | | | | | | | | | | | | | | | |
| | | => We are now ready to start with the upgrade of the Edge clusters | | | | | | | | | | | | | | | |
| | | -> Select Serial option to proceed -> Click on Start to begin the upgrade of the Edges. | | | | | | | | | | | | | | | |
| | | 02:30 AM | | | | | | | | | | | | | | | |
| | | => Again, select serial option and upgrade mode as In-Place upgrade | | | | | | | | | | | | | | | |
| | | -> Click Start to begin the upgrade of NSX services present in ESXI hosts | | | | | | | | | | | | | | | |
| | | -> Click on Start to upgrade the NSX Managers. | | | | | | | | | | | | | | | |
| | | -> Click on Next -> Next -> Next -> Done to finish. | | | | | | | | | | | | | | | |
| | | 04:30 AM | | | | | | | | | | | | | | | |
| | | => Power On the VMs and inform the customer to start the applications | | | | | | | | | | | | | | | |
| | | 5:00 AM | | | | | | | | | | | | | | | |
| | | => Roll back in case any challenges in upgrade. | | | | | | | | | | | | | | | |
| | | 06:00 AM | | | | | | | | | | | | | | | |
| | | => Report ends of change. | | | | | | | | | | | | | | | |
| | | Maintenance Window: | | | | | | | | | | | | | | | |
| | | If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: | | | | | | | | | | | | | | | |
| | | - Within the maintenance window: 22-Feb-2024 at 00:00 to 06:00 AM CET | | | | | | | | | | | | | | | |

| | | | |
|-------------------|--|--|--|
| | DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: NA | | |
| | PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked op VT | | |
| Risk Level | Risk Level 1 | | |
| Risk Assessment | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes- System health will be checked 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes- System health will be checked 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes- System health will be checked Extended risk assessment: NA. We are powering off the VMs prior proceeding with the upgrade. We will revert the offline snapshot if any issues during the change for the NSX-T server. List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. Health checks will be done. We will revert the offline snapshot if any issues occur during the change for NSX-T server and also, will do troubleshooting with external VMware support if needed. | | |
| If Not | NSX-T will be in same version and that current version will be out of support. | | |
| Rollback details | Scenario | We will revert the offline snapshot if any issues during the change for the NSX-T server.05:00 AM -> Login to vCenter where the NSX-T server exists05:10 AM -> Select the server which we're having issue05:30 AM -> Revert the Snapshot and Power On the NSX-T server05:40 AM -> Ensure the NSX-T GUI is healthy and accessible05:50 AM -> Power On all the VMs | |
| | Duration | 01:00 | |
| | Criteria | We will revert the offline snapshot if any issues during the change for the NSX-T server.05:00 AM -> Login to vCenter where the NSX-T server exists05:10 AM -> Select the server which we're having issue05:30 AM -> Revert the Snapshot and Power On the NSX-T server05:40 AM -> Ensure the NSX-T GUI is healthy and accessible05:50 AM -> Power On all the VMs | |
| | Decision By | Chanukya, Sreekanth and Harish [Cognizant VFZ team] | |
| | Start Date | 22/02/2024 05:00 | |
| Related Items | | | |
| Affected Services | VSCL-P-SD31 OvDC-Broadsft-Axiros-EHV1 VSCL-P-SD27 OvDC-Ericsson-vMSC-EHV OvDC-Ericsson-vUPG-EHV OvDC-HCL-SON-EHV | | |
| Affected CIs | VSCL-P-SD27 EIN01SONPV005-4H8k EIN01SONPV006-CvnS EIN01SONPV007-IhfS EIN01SONPV008-ueLt EIN01SONPV009-dsP4 EIN01SONPV010-ng2F EIN01SONTV011-AX7i EIN01SONTV012 EIN01SONTV013-CYe7 EIN01UPGPV002-PL3-BY7Q | | |

EIN01UPGPV002-PL4-ZZjb
EIN01UPGPV002-SC1-3hSG
EIN01UPGPV002-SC2-Pd9d

=====

VSCL-P-SD31

EIN01AXACSPV001-XOro
EIN01AXACSPV002-6eYK
EIN01AXACSPV003-xgW3
EIN01AXAXTPV001-rY7R
EIN01AXAXTPV002-Zffl
EIN01AXAXTPV003-Snxm
EIN01AXCOMPV001-wUJz
EIN01AXSTNPV001-KhDV
EIN01AXSTNPV002-1Zv3
EIN01AXXMPPV001-b6U4
EIN01AXXMPPV002-wNPK

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|--|---|----------------------|-----------------|------------------|
| ID and summary | | VZCR00000456408 Re-configure the SS7 stack of the UPG ARN07UPGPV002 followed by ss7 stack restart [PPM609297] | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 05/02/2024 13:21 |
| Responsible | Shashi Ranjan Prasad | | ENN-BLD-DATACONTROL | | |
| Planned Dates | 22/02/2024 00:00 | | 22/02/2024 06:00 | | |
| Planned Outages | - | | - | | |
| Description | SRP:09/02 ACR approval attached | | | | |
| | - Work description (in non expert language): | | | | |
| | Here We re-configure the SS7 stack of the UPG nodes(ARN07UPGPV002 & EIN01UPGPV002) in production. Goal is to create a "local AS" for each destination point code with the correct SCTP addresses. | | | | |
| | For this a new configuration file will be loaded in UPG after which the SS7 stack will be restarted. during this period ss7 links will take restart. Also we have implemented workaround (MTP3 routing for 884-point code in SRK-STP implemented as temporary solution for discard message towards arn07upg) in SRK STP | | | | |
| | so we have to remove the workaround in 2nd change | | | | |
| | We will Perform the change in 2 steps | | | | |
| | Step 1 : re-configure the SS7 stack of the UPG ARN07UPGPV002 followed by ss7 stack restart. | | | | |
| | Step 2: re-configure the SS7 stack of the UPG EIN01UPGPV002 followed by ss7 stack restart & remove the Workaround from SRK STP. | | | | |
| | In this change we will perform Step1 " re-configure the SS7 stack of the UPG ARN07UPGPV002 followed by ss7 stack restart" | | | | |
| | 00:00 Announce change to SMC/FO | | | | |
| | 00:00 Pre-check cookbook (site,EMS) | | | | |
| | 00:20 Pre-HC of all involved Nodes {ARN07UPGPV002 (vUPG), ((NLEHV1STPE01/02 NLAHM1STPE01/02 SRK03STPEPV001/02)(edge STP))} | | | | |
| | 00:50 take the backup of the original file & copy modified.cim file in ARN07UPGPV002(vUPG) | | | | |
| | 01:10 start change in ARN07UPGPV002 (vUPG) followed by ss7 stack restart | | | | |
| | 01:40 Observation Period (check in Edge Node all links rowards ARN07UPGPV002 should be UP or if require reset the link from Edge STP) | | | | |
| | 02:30 Post-HC All Involved Nodes | | | | |
| | 03:00 Post-check cookbook (site,EMS) | | | | |
| | 03:20 Announce for change Closer to SMC/FO | | | | |
| | 03:30 Send Change Debriefing Report | | | | |
| | - which procedure will be followed(including a high level Work Planning): | | | | |
| | - Print current config | | | | |
| | - Create remove commands (and rollback commands) | | | | |
| | - Check of config by another engineer | | | | |
| | - Sent commands on all stack holders | | | | |
| | - Check node | | | | |
| | if the change is (partly)requested outside the Maintenance W | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | Can this change have more impact than intended? No | | | | |
| | Worst case scenario Same impact as change | | | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | | | |

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

4) List which Incidents can be caused by this change and what is per Incident the Service Impact.

there is no impact on Voice /Data as vUPG is used for synchronize supplementary services between 2G (HLR) and 4G (MTAS/HSS), worst case only during ss7 stack restart SS7 links goes down for 2 to 3 minutes But most likely users will not notice as remote systems will perform retry via redundant vUPG..

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.

5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

During this change we will do the migration in multiple batches, after each batch the results will be checked. In case it is not ok, we can immediately rollback this batch. The migration scripts will generate output with the results.

If Not Faced some issue of message discard earlier so need to create local AS” for each destination point code.

| | | |
|------------------|-------------|---|
| Rollback details | Scenario | Rollback activity: - What will the rollback entail, what will be done in the rollback?.If we observe any issue with Link or any alarm related to this change in site / Node will Rollback the change.Rollback steps:- Define the rollback steps with timestamps04:00 - Inform to SMC FO for Rollback the changes04:00 - copy original.cim file in ARN07UPGPV002(vUPG)04:10 - start change in ARN07UPGPV002 (vUPG) followed by ss7 stack restart04:30 stability check (check the link status in all edge STP & traffic)04:50 - Post-HC All Involved Nodes & Post CookBook |
| | Duration | 01:00 |
| | Criteria | Impact on the synchronization service (CS2MMTEL), unexpected alarm related to this change. |
| | Decision By | Implementation Engineer |
| | Start Date | 22/02/2024 04:00 |

Related Items ARN07UPGPV002, NLAHM1STPE01, NLAHM1STPE02, NLEHV1STPE01, NLEHV1STPE02, SRK03STPEPV001, SRK03STPEPV002

Affected Services There synchronization of supplementary services adaptations from 2G to 4G is slightly delayed for subscribers . but this will not be noticed

Affected CIs ARN07UPGPV002
NLEHV1STPE01
NLEHV1STPE02
NLAHM1STPE01
NLAHM1STPE02
SRK03STPEPV001
SRK03STPEPV002

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|----------------------------------|-----------------|------------------|
| ID and summary | | VZCR00000457252 VF-RO: Fixing calls to MIO that are silent when maxptime:30 | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 3-Moderate/Limited | Scheduled For Review | Pending | 09/02/2024 10:46 |
| Responsible | Mircea Popescu | | TECH-RO-NOC-BO-MESSAGING&PREPAID | | |
| Planned Dates | 22/02/2024 00:00 | | 22/02/2024 05:00 | | |
| Planned Outages | - | | - | | |
| Description | <div>- Work description (in non expert language): We found when calls are coming with different maxptime in SDP (any other value which is not multiple of 20) then CMS MIO system stop sending RTP stream back to IBGF. This is creating bad/silent calls for those users. Ericsson investigated this issue and we have a procedure in order to solve this. The procedure was implemented successfully in VTC. - which procedure will be followed(including a high level Work Planning): 00:00 Start of change 00:10 Pre checks 00:30 Put the patch file on the system in /cluster/PATCH-STA-00197632 folder 00:45 Backup the current /opt/moip/mas/lib/libccrtpadapter.so 01:00 Replace /opt/moip/mas/lib/libccrtpadapter.so with the one provided in the patch 01:10 Apply the patch to the ODD MOIP nodes 02:00 Apply the patch to the EVEN MOIP nodes 03:00 Update the log level to INFO for masjni 04:00 Post checks 05:00 End of change If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: No DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: No PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked op VTC : Yes TESTPLAN - Test plan Available : Yes - Health check part of the implementation procedure and testplan: pre-change: Yes post-change: Yes RISK ASSESSMENT See field 'If there is an incident what's its impact?' There should be no impact, we will not restart any node, we will restart only the MAS process of the MOIP nodes so that the change takes effect AFTERCARE - who will do the baby-sit(name and phone) and when the baby-sit start: Department: DNOC Name: Mircea Popescu Phone Number: +40753048662 Mobile:+40753048662</div> | | | | |

- what activities the baby-sit will perform:

Health checks

- Performance monitoring "Day after" and who will do this (name and phone) : Yes

Department: DNOC
Name: Mircea Popescu
Phone Number: +40753048662
Mobile:+40753048662

COMMUNICATION

Communicati

Risk Level Risk Level 1

Risk Assessment Can this change have more impact than intended? No
Worst case scenario Same impact as change
1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

There should be no impact since we will not restart any node, if we will see something abnormal we will rollback immediately to the previous configuration.
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

There should be no incident, in case of something abnormal we will rollback to the previous configuration.

If Not If we will not implement this users will still have bad/silent calls when maxptime is not multiple of 20

Rollback details Scenario Rollback activity: What will the rollback entail, what will be done in the rollback? If we will need to perform the rollback, we will go back to the old configurationRollback steps: Define the rollback steps with timestampsROLLBACK (if required):1) Put back the original version of libccrtpadapter.so and restart mas2) Put back the log level to WARN for masjni. A mas restart is not needed for the new log level to take effect.

Duration 01:00

Criteria If we will see something abnormal

Decision By Mircea Popescu

Start Date 22/02/2024 03:00

Related Items

Affected Services No SAF

Affected CIs NLEHV1MIOVVS01 - MOIP-1
NLEHV1MIOVVS02 - MOIP-2
NLEHV1MIOVVS03 -MOIP-3
NLEHV1MIOVVS04 -MOIP-4
NLEHV1MIOVS05 -MOIP-5
NLEHV1MIOVS06- MOIP-6

NLSPL1MIOVVS01-moip-1
NLSPL1MIOVVS02-moip-2
NLSPL1MIOVVS03-moip-3
NLSPL1MIOVVS04-moip-4
NLSPL1MIOVVS05-moip-5
NLSPL1MIOVVS06-moip-6

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|--|---|----------------------------|-----------------|------------------|
| ID and summary | | VZCR00000457277 [LAPR][AHM]Disabling the "Bloom Filter" on the ESXi host to troubleshoot the IO latency issue on the VM "NLAHM1SBG04-SC-2" further. | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 09/02/2024 12:11 |
| Responsible | Chanukya Rangana | | Cognizant-Ops-VMware-Infra | | |
| Planned Dates | 22/02/2024 00:00 | | 22/02/2024 06:00 | | |
| Planned Outages | - | | - | | |
| Description | <div>- Work description (in non expert language):</div> <p>We are disabling the "Bloom Filter" on the ESXi host to troubleshoot the IO latency issue on the VM "NLAHM1SBG04-SC-2" further as suggested by External VMware support.</p> <p>Note: Disabling "Bloom Filter" doesn't cause any issue for the ESXi host like loosing connectivity or etc. It is just a filter to make IO performance better.</p> <p>These changes exist of the following steps:</p> <p>-> Disable the "Bloom Filter" on the ESXi host "nlahm1svf02-vh13.nfv.local"</p> <p>-> vMotion VM "NLAHM1SBG04-SC-2" from ESXi host "nlahm1svf02-vh13.nfv.local" to any other host in the cluster</p> <p>-> Again, vMotion VM "NLAHM1SBG04-SC-2" to ESXi host "nlahm1svf02-vh13.nfv.local"</p> <p>During this change we will perform step from the above list,</p> <p>In this change we will move only one VM which is having IO issue (NLAHM1SBG04-SC-2) to the other hosts in the cluster and again, bring it back to same cluster.</p> <p>Name</p> <p>OvDC-Ericsson-Volte-AHM-SBG04 NLAHM1SBG04-SC-2</p> <p>What (description) -</p> <p>Disabling the "Bloom Filter" on the ESXi host to troubleshoot the IO latency issue on the VM "NLAHM1SBG04-SC-2" further as suggested by External VMware support.</p> <p>Why (change reason & business justification) -</p> <p>This VM is facing more IO latency issue and ias a part of troubleshooting, we are disabling the Bloom Filter on the ESXi host and vMotioning the VM accordingly.</p> <p>Whom -</p> <p>Cognizant team implementer(s). Cognizant vmware infra team.</p> <p>- which procedure will be followed (including a high level Work Planning):</p> <p>00:00 Setup a bridge with support teams, start health check applications</p> <p>00:30 Turn off applications which running in the VM "NLAHM1SBG04-SC-2"</p> <p>00:50 Take SSh session for the ESXi host and disable the "Bloom Filter"</p> <p>01:20 Move VM to other new hosts and again, move back to the same host.</p> <p>01:30 Power On the VM and inform the customer to Post checks of applications</p> <p>4:00 Rollback moment [if needed]</p> <p>5:00 Rollback done [if needed]</p> <p>6:00 End of change</p> | | | | |

Advanced Change Ticket Report

| | | | |
|-------------------|--|---|--|
| | If the change is (partly) requested o | | |
| Risk Level | Risk Level 1 | | |
| Risk Assessment | Can this change have more impact than intended? No | | |
| | Worst case scenario Same impact as change | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes | | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes | | |
| | Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | |
| | Extended risk assessment: | | |
| | List which Incidents can be caused by this change and what is per Incident the Service Impact.: | | |
| | NA. Mostly, we are just doing vMotion and moving back the VM to the same ESXi host so there will be no impact or issues for the VM. | | |
| | We will test applications together with application teams and in case of connectivity issues (if any). | | |
| | . | | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | |
| | NA. Mostly, we are just doing vMotion and moving back the VM to the same ESXi host so there will be no impact or issues for the VM. | | |
| | We will test applications together with application teams and in case of connectivity issues (if any). | | |
| | . | | |
| | . | | |
| If Not | High latency issue on this VM "NLAHM1SBG04-SC-2" can't be checked. | | |
| Rollback details | Scenario | NA. Mostly, we are just doing vMotion and moving back the VM to the same ESXi host so there will be no impact or issues for the VM.We will test applications together with application teams and in case of connectivity issues (if any). | |
| | Duration | 01:00 | |
| | Criteria | Any type of issue reported by Application Team.-> We will test applications together with application teams and in case of connectivity issues (if any). | |
| | Decision By | Cognizant team (Chanukya / Sreekanth) and Application Teams (Dnoc) | |
| | Start Date | 22/02/2024 05:00 | |
| Related Items | HPBLOCK | | |
| Affected Services | OvDC-Ericsson-Volte-AHM-SBG04 | | |
| Affected CIs | NLAHM1SBG04-SC-2 | | |
| | nlahm1svf02-vh13.nfv.local | | |
| | NLAHM1SBG04-SC-2 | | |
| Related Items | | | |

Advanced Change Ticket Report

| | | | | | |
|-------------------|--|---|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000458913 [IT] - CRQ000001994628 C-DEV platform 1.7 release deployment LG-IT | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 13/02/2024 17:05 |
| Responsible | - | | - | | |
| Planned Dates | 22/02/2024 00:00 | | 22/02/2024 04:00 | | |
| Planned Outages | - | | - | | |
| Description | <p>Work Description:</p> <p>1. High level description of the change: For C-DEV 1.7 release implementation, Onboarding LAN API to C-Dev Consumers for countries as well as Onboarding Routing API to C-Dev consumers. Addition to onboarding publishing respective APIS and corresponding document to Operating Countries.</p> <p>2. Business justification for the change: The main goal of the release is to update C-DEV infrastructure to deliver functionality developed. This is a back-up change. Primary change reference is CRQ000001994531</p> <p>3. Provide service impact assessment by answering points 3.1 to 3.9</p> <p>3.1. What infrastructure/component/CI is the change performed on? <For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDDB, please create CI relationship using "ACTING-CI"> Affected Components: Tyk Dashboard Tyk Gateway Impact on C-DEV OpCo Clients</p> <p>Those components are part of C-DEV OpCo Clients (C-DEV is an API Gateway used to access C-MSA API by our OpCo partners). Not available in CMDDB. Hence creating the relationship with ACTNG CI.</p> <p><Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) > ----- Countries: NL Current deployment has no impact on downstream ETLs.</p> <p>3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)? No end users\customers services will be affected because C-DEV is an API Gateway used to access C-MSA API by our OpCo partners. Only OpCo partners will be affected.</p> <p>3.3. Description of expected end service impact: <Service outage, Service degradation, loss of redundancy, loss of capacity, no impact. If no impact, provide explanation why> Expected</p> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | - LG Responsibility LG Responsibility | | | | |
| If Not | - | | | | |
| Rollback details | Scenario | LG Responsibility | | | |
| | Duration | 01:00 | | | |
| | Criteria | LG Responsibility | | | |
| | Decision By | LG Responsibility | | | |
| | Start Date | 22/02/2024 02:00 | | | |
| Related Items | | | | | |
| Affected Services | - | | | | |
| Affected CIs | <p>Affected Components:</p> <p>Tyk Dashboard Tyk Gateway Impact on C-DEV OpCo Clients</p> | | | | |

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|--|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000456866 [IT] Cognizant {AMD} Q1 -2024 Patching of adcapps02 and its zones | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 07/02/2024 13:57 |
| Responsible | Sachin Sanjay Gaikwad | | Cognizant-Ops-Unix | | |
| Planned Dates | 22/02/2024 01:00 | | 22/02/2024 06:00 | | |
| Planned Outages | - | | - | | |
| Description | <p>- Work description (in non expert language):</p> <p>What : Q1-2024 Patching of adcapps02 and its zones Installation of latest security patches from Redhat/Oracle to tackle several security issues,</p> <p>Where : Patches will be installed on below hosts adcapps02 Zones : ahdsftp04 ahdvesta02 ahudcmn02</p> <p>No real services, only SFTP services and all in cluster so no impact as we are patching one node at a time.</p> <p>Why : In order to mitigate multiple security vulnerabilities server need to be patched regularly and keep OS patches up to date. This activity is planned as per defined patching cycle. These servers get patched every quarter of the year.</p> <p>Support Person: Cognizant Unix Team</p> <p>For Sanity check : Cognizant Unix Team</p> <p>- Which procedure will be followed(including a high level Work Planning):</p> <p>Below is high level implementation plan : 01:00 - 01:05 Communication to SMC before starting the activity -> Cognizant 01:05 - 01:15 Create backup boot environment --> Cognizant. 01:15 - 04:00 Switch RG and Perform patching -> Cognizant 04:00 - 04:30 Perform Technical Validation after upgrade -> Cognizant 04:30 - 05:00 Startup applications & Perform Sanity check -> Application SME 05:00 - 05:55 Check point for Rollback & Deploy Rollback (if needed) -> Cognizant 05:55 - 06:00 Communication when ending activities -> Cognizant</p> <p>SIGN OFF</p> <p>- Positive quality Check by Technology Operations Backoffice (SMC/DNOC):Yes - Impact assessment and reason why it needs to be done now: Yes, This is quarterly patching to mitigate vulnerabilities and keep OS upto date. - Timestamp of approval and written approval of the engineering manager/TLT: Yes.</p> <p>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Change is planned in Maintenance window</p> <p>DEPENDENCY:</p> <p>- are there any preceding changes to which result the implementation of this change is dependent: No If Yes, which change(s) CHG Change title:</p> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | Can this change have more impact than intended? No Worst case scenario Same impact as change | | | | |

- 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes
- 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes
- 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

Application running on these VM are highly available.
This is quarterly patching activity where physical host adcapps02 & its zones are getting patched to latest kernel version.
During the activity cluster resources will be moved to second node.(adcapps01)
Before activity we will create alternate boot environment. In worst case scenario server will not boot with updated kernel, to mitigate same we will boot system through alternate Boot environment.

We have alternate servers to run the services for the servers we are about to patch.
List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs.
-change has been tested and sanity will take place during patch

To avoid wrong configurations we will proceed with:
- 4 eyes principle
- continuously checking on alarms during change
- pre and post check validation

If Not

The system will have security flaws

| | | | | |
|------------------|-------------|---|--|------------------------------|
| Rollback details | Scenario | If application is not supported or server behavior is abnormal after patchingalso rollback can be done in case of any issue during the patching.Rollback :05:00 - 05:55 Check point for Rollback & Deploy Rollback (if needed) -> Cognizant05:55 - 06:00 Communication when ending activities -> CognizantRollback Steps : Rollback will be done using backup boot environment which will be taken before activity.Below rollback steps will be followed in case Rollback is required.For Solaris 10: 1. Mount, update and verify mirror disk configuration which was taken out before patching. 2. Boot system through mirror disk 3. Select and activity alternate Boot environment (ABE) and reboot.For Solaris 11:Activate old boot environment and reboot. | | |
| | Duration | 01:00 | | |
| | Criteria | If application is not supported or server behavior is abnormal after patchingalso rollback can be done in case of any issue during the patching.Rollback :05:00 - 05:55 Check point for Rollback & Deploy Rollback (if needed) -> Cognizant05:55 - 06:00 Communication when ending activities -> CognizantRollback Steps : Rollback will be done using backup boot environment which will be taken before activity.Below rollback steps will be followed in case Rollback is required.For Solaris 10: 1. Mount, update and verify mirror disk configuration which was taken out before patching. 2. Boot system through mirror disk 3. Select and activity alternate Boot environment (ABE) and reboot.For Solaris 11:Activate old boot environment and reboot. | | |
| | Decision By | Department: Cognizant Unix Team | Name: Cognizant Unix Team | Phone Number: +91-6385140709 |
| | | Mobile: | Email: cognizantunixteam@vodafoneziggo.com | |
| | Start Date | 22/02/2024 05:00 | | |

Related Items

Affected Services None

Affected CIs
adcapps02
adcapps02 ahdsftp04
adcapps02 ahdvesta02
adcapps02 ahudcmn02

Related Items

Advanced Change Ticket Report

| | | | | | |
|---|--|--|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000459009 [IT] - CRQ000001999181 Akana Mongo DB server RHEL ver upgrade -1 LG-IT | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 13/02/2024 17:12 |
| Responsible | - | | - | | |
| Planned Dates | 22/02/2024 01:00 | | 22/02/2024 06:00 | | |
| Planned Outages | - | | - | | |
| Description | Work Description: | | | | |
| | 1. High level description of the change: | | | | |
| | <The high level description is expected to be brief but comprehensive > | | | | |
| | This change is planned to upgrade RHEL version of Akana Mongo servers to RHEL 8.8 - New Main -1 | | | | |
| | | | | | |
| | 2. Business justification for the change: | | | | |
| | <Why do we need this change? How does this improve the end user/customer experience? If related to a project, please add project name> | | | | |
| | RHEL uprgade of Akana mongo servers to RHEL 8.8 version which is going out of support and compatible with Akana platform version upgrade planned. | | | | |
| | | | | | |
| | 3. Provide service impact assessment by answering points 3.1 to 3.9 | | | | |
| | 3.1. What infrastructure/component/CI is the change performed on? | | | | |
| | <For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDB, please create CI relationship using "ACTING-CI"> | | | | |
| | The change performed on below server | | | | |
| | viepamgpe22 | | | | |
| | | | | | |
| <Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) > | | | | | |
| ----- | | | | | |
| Country NL: | | | | | |
| 3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)? | | | | | |
| <Provide list of services and mention if non-prod (JIT, UAT, ORT) or not live> | | | | | |
| | | | | | |
| OFF NL, MSP NL, CDM NL, PEAL NL, ACS NL | | | | | |
| | | | | | |
| Please note : The impact is same for all the enduser. If one of the service request works rest of the service will work. Also note that all the services/Apps consuming Akana platform across countries have been informed about this proposed change over email to country PSM contacts and app owners for business validation purposes. | | | | | |

3.3. Description of expected end service impact:

Risk Level <Service outage, Servi
Risk Level 1

Risk Assessment -
LG Responsibility
LG Responsibility

If Not -

Rollback details **Scenario** LG Responsibility
Duration 00:40
Criteria LG Responsibility
Decision By LG Responsibility
Start Date 22/02/2024 04:30

Related Items

Affected Services -

Affected CIs viepamgpe22

Related Items

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|---|--|--------------------|----------------------------|----------------------|---|-----------------|--|------------------|------------|-------------|---------------|-------|--|-----------|-------|---|-----------|--------|---|-----------|--------|----------------------------|-----------|--------|--|-----------|--------|---------------------------------------|-----------|
| ID and summary | | VZCR00000458115 | | | | iLO Upgrade of VMware servers in SPL DC. (management node only) | | | | | | | | | | | | | | | | | | | | | | | | |
| General | | Priority | Impact | | Status | | Approval Status | | Create Date | | | | | | | | | | | | | | | | | | | | | |
| | | Medium | 3-Moderate/Limited | | Scheduled For Review | | Pending | | 12/02/2024 03:47 | | | | | | | | | | | | | | | | | | | | | |
| Responsible | | Akshita Shukla | | Cognizant-Ops-VMware-Infra | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planned Dates | | 22/02/2024 07:00 | | 22/02/2024 13:00 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planned Outages | | - | | - | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Description | | <p>- Work description (in non expert language): There are various vulnerabilities reported by the customer. In order to resolve those, we need to upgrade the ilo of the servers.</p> <p>- Which procedure will be followed(including a high level Work Planning):</p> <table><tr><td>Start time</td><td>Description</td><td>Action holder</td></tr><tr><td>07:00</td><td>Report start of change and Send email to Vodafone SMC.</td><td>Cognizant</td></tr><tr><td>07:10</td><td>Download the executable file and extract it to get bin file</td><td>Cognizant</td></tr><tr><td>07: 30</td><td>Upgrade iLO firmware by uploading the file for the servers.</td><td>Cognizant</td></tr><tr><td>01: 30</td><td>Health checks will be done</td><td>Cognizant</td></tr><tr><td>01: 40</td><td>Buffer time for monitoring alerts and troubleshooting.</td><td>Cognizant</td></tr><tr><td>02: 00</td><td>Report end of change to Vodafone SMC.</td><td>Cognizant</td></tr></table> <p>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Outside maintenance window: 07:00 AM CET to 01:00 AM CET. This upgrade will have no impact on the application. It is related to management nodes only.</p> <p>DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: Yes/No: No</p> <p>PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked op VTC : Yes, already tested in VTC environment.</p> <p>TESTPLAN - Test plan Available : Yes, already tested in VTC environment. - Health check part of the implementation procedure and testplan: pre-change: Yes. Health checks will be done post-change: Yes. Health checks will be done</p> <p>RISK ASSESSMENT</p> <p>See field 'If there is an incident what's its impact?' NA. No impact will be there. If any issue occurs</p> | | | | | | | | Start time | Description | Action holder | 07:00 | Report start of change and Send email to Vodafone SMC. | Cognizant | 07:10 | Download the executable file and extract it to get bin file | Cognizant | 07: 30 | Upgrade iLO firmware by uploading the file for the servers. | Cognizant | 01: 30 | Health checks will be done | Cognizant | 01: 40 | Buffer time for monitoring alerts and troubleshooting. | Cognizant | 02: 00 | Report end of change to Vodafone SMC. | Cognizant |
| Start time | Description | Action holder | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 07:00 | Report start of change and Send email to Vodafone SMC. | Cognizant | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 07:10 | Download the executable file and extract it to get bin file | Cognizant | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 07: 30 | Upgrade iLO firmware by uploading the file for the servers. | Cognizant | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01: 30 | Health checks will be done | Cognizant | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 01: 40 | Buffer time for monitoring alerts and troubleshooting. | Cognizant | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 02: 00 | Report end of change to Vodafone SMC. | Cognizant | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Risk Level | | Risk Level 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Risk Assessment | | <p>Can this change have more impact than intended? No Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? : Yes.Health checks will be done.</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes.Health checks will be done.</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? : Yes.Health checks will be done.</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact. NA. No impact on the applications. This is management node only.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Advanced Change Ticket Report

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|------------------|--|---|--|
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | |
| If Not | Vulnerabilities will exist on the server. | | |
| Rollback details | Scenario | Rollback activity: What will the rollback entail, what will be done in the rollback? NA . No impact will be there on the application.If any issue occur, will restore iLO to previous version. create the HPE case and report the issue to the team for further resolution.Rollback steps: Define the rollback steps with timestampsStart timeDescriptionActionholder12:10 Download the executable file and extract it to get bin file of Cognizant previous version 12: 30 Restore previous version by uploading the file for the servers. Cognizant 12: 45 Health checks will be done Cognizant | |
| | Duration | 01:00 | |
| | Criteria | NA . No impact will be there on the application.If any issue occur, will restore iLO to previous version. create the HPE case and report the issue to the team for further resolution. | |
| | Decision By | Cognizant-ops-Vmware Infra | |
| | Start Date | 22/02/2024 12:00 | |

Related Items

Affected Services NA

Affected CIs
NLSPL1PIM01-RM01
NLSPL1PIM01-RM02
NLSPL1PIM01-RM03
NLSPL1SVF01-RMA0 to NLSPL1SVF01-RMAF
NLSPL1SVF01-RM10 to NLSPL1SVF01-RM1F
NLSPL1SVF01-RM20 to NLSPL1SVF01-RM2F
NLSPL1SVF01-RM30 to NLSPL1SVF01-RM3F
NLSPL1SVF01-RM40 to NLSPL1SVF01-RM4F
NLSPL1SVF01-RM50 to NLSPL1SVF01-RM5F
NLSPL1SVF01-RM60 to NLSPL1SVF01-RM6F
NLSPL1SVF01-RM70 to NLSPL1SVF01-RM7F
NLSPL1SVF01-RM80 to NLSPL1SVF01-RM8F
NLSPL1SVF01-RM90 to NLSPL1SVF01-RM9F

Related Items

Advanced Change Ticket Report

| | | | | | |
|---|---|--|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000457162 [IT] Decom CR Feb24 1 Network Gn-Emn | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 08/02/2024 10:37 |
| Responsible | Ron Bovee Technology IT | | | | |
| Planned Dates | 22/02/2024 08:00 22/03/2024 17:00 | | | | |
| Planned Outages | - | | | | |
| Description | - Work description (in non expert language): Decom network devicess in DC Gn-Emn | | | | |
| | - Which procedure will be followed(including a high level Work Planning):Decommissioning procedures Network see attachment | | | | |
| | Related to Firebreak CR Feb24 1 Network Gn-Emn VZCR00000457157 | | | | |
| | Start tech decom after firebreak 2 working days: 22 February 2024 | | | | |
| | SIGN OFF | | | | |
| | - Positive quality Check by Technology Operations Backoffice (SMC/DNOC):No. N/A for decommissioning | | | | |
| | - Impact assessment and reason why it needs to be done now: Yes, part of Broom-wagon Epic and approvals from Business or Operations | | | | |
| | - Timestamp of approval and written approval of the engineering manager/TLT: Yes, approvals are available in mail | | | | |
| | If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Decommissioning has several steps without impact on running infra. | | | | |
| | DEPENDENCY: | | | | |
| - are there any preceding changes to which result the implementation of this change is dependent: Yes, see header | | | | | |
| If Yes, which change(s) | | | | | |
| CHG | | | | | |
| Change title: | | | | | |
| change date: | | | | | |
| PRE CHANGE TESTS in TEST ENVIRONMENT | | | | | |
| - Procedure checked op VTC : N/A for decommissioning | | | | | |
| TESTPLAN | | | | | |
| - Test plan Available : N/A for decommissioning | | | | | |
| - Health check part of the implementation procedure and testplan: | | | | | |
| pre-change: N/A for decommissioning | | | | | |
| post-change: Yes, for physical servers a power check is done in DC as part of the unrack procedure | | | | | |
| RISK ASSESSMENT | | | | | |
| N/A for decommissioning | | | | | |
| AFTERCARE | | | | | |
| - who will do the baby-sit(name and phone) and when the baby-sit start: N/A for decommissioning | | | | | |
| Department: | | | | | |
| Name: | | | | | |
| Phone Number: | | | | | |
| Mobile: | | | | | |
| - what activities the baby-sit will perfom: N/A for decommissioning | | | | | |
| | | | | | |
| - Performance monitoring "Day after" and who will do this (name and phone) : N/A for decommissioning | | | | | |
| Department: | | | | | |
| Name: | | | | | |
| Risk Level | Risk Level 1 | | | | |

Advanced Change Ticket Report

Risk Assessment Can this change have more impact than intended? No
Worst case scenario Same impact as change

1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes due to firebreak period

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment: N/A

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Server/service not available, execute rollback on specific server by enable NIC or restart server
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not Opex savings prognose not met and servers with vulnerabilities not switched off.

| | | |
|-------------------------|--------------------|---|
| Rollback details | Scenario | Enable NIC or restart server |
| | Duration | 01:00 |
| | Criteria | Beeped by user via incident or direct contact |
| | Decision By | Executer |
| | Start Date | 22/02/2024 10:00 |

Related Items

Affected Services None

Affected CIs EmnF-AS01-161
EmnF-AS02-162
EmnF-AS10
EmnF-as01-FEX131
EmnF-as02-FEX132
EmnF-AS07
EmnF-as01-FEX133
EmnF-as02-FEX134
EmnF-AS01-FEX123
EmnF-AS05
EmnF-AS02-FEX124
EmnF-AS01-FEX111
EmnF-AS112
EmnF-AS01-FEX113
EmnF-AS02-FEX114
GnB2-AS05 FEX173
GnB2-AS05 FEX174

Related Items

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | |
|-----------------|--|--|--|--------------------|--|----------------------------|--|-----------------|--|------------------|--|---------------------------------|--|--|--|--|--|
| ID and summary | | | | | | VZCR00000458146 | | | | | | iLO Upgrade on RHOS AHM Servers | | | | | |
| General | | Priority | | Impact | | Status | | Approval Status | | Create Date | | | | | | | |
| | | Medium | | 3-Moderate/Limited | | Scheduled For Review | | Pending | | 12/02/2024 10:45 | | | | | | | |
| Responsible | | Rajyasri Madanuru | | | | Cognizant-Ops-VMware-Infra | | | | | | | | | | | |
| Planned Dates | | 22/02/2024 08:00 | | | | 22/02/2024 18:00 | | | | | | | | | | | |
| Planned Outages | | - | | | | - | | | | | | | | | | | |
| Description | | <div><div>- Work description (in non expert language): We are upgrading iLO's of RHOS AHM servers, because all the servers are in old version which causing various vulnerabilities (reported by the customer). In order to resolve those, we need to upgrade the ilo of the servers. . Mangement only. Non-Saf. No services are effected due to this change. iLO4 will be upgrade to 2.82 & iLO5 will be upgraded to 2.98.</div><div>- Which procedure will be followed(including a high level Work Planning): 08:00 CET : Call SMC 08:05 CET : Send Start Email 08:30 CET : Login to EHV OV, Select the respective server-> ilo-> upload bin file to the ilo-> reset 14:30 CET : Buffer time for monitoring the iLO 15:00 CET : Server Health Check 16:30 CET : Troubleshooting & Rollback 17:55 CET : Call SMC after completion 18:00 CET : End Mail</div><div>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Outside maintenance windows. This change will have no impact & no downtime required. Management only. We would like to proceed during day time. 22-Feb-2024 8AM to 6PM CET NON-SAF</div><div>DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: Yes/No: NO If Yes, which change(s) CHG Change title: change date:</div><div>PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked op VTC : Yes Fully tested in VTC environment</div><div>TESTPLAN - Test plan Available : Yes - Health check part of the implementation procedure and testplan: pre-change: Yes Fully tested in VTC environment post-change: Yes, Test/Check is successful when EHV servers after the update(s).</div><div>RISK ASSESSMENT See field 'If there is an incident what's its impact?'</div><div>AFTERCARE - who will do the baby-sit(name and phone) and when the baby-sit start: Department: Cognizant-Ops-RHOS Name: Cognizant-Ops-RHOS Mobile: 73388165</div></div> | | | | | | | | | | | | | | | |
| Risk Level | | Risk Level 1 | | | | | | | | | | | | | | | |
| Risk Assessment | | Can this change have more impact than intended? No Worst case scenario Same impact as change | | | | | | | | | | | | | | | |

- 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/No/Comments-Yes
- 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments-yes
- 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/No/Comments-yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

Issue: Any hardware issues occurred after upgrading
Mitigation: Will follow up with HPE for hardware issues
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.
NA. No impact on the applications. This is management node only.
If Any hardware issues occurred after upgrading, we Will follow up with HPE for hardware issues

If Not

-

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | If post upgrade, observe the server for additional half an hour. If any errors in iLo/Oneview.Rollback the server to old iLO Version, which will take additional ten minutes(We planned Rollback & Troubleshooting at16:30)Any hardware issues occurred after upgrading. |
| | Duration | 22:30 |
| | Criteria | Will follow up with HPE for hardware issues |
| | Decision By | Cognizant-Ops-RHOS-Infra |
| | Start Date | 22/02/2024 16:30 |

Related Items

Affected Services NON-SAF
vGTP, vCMS, vEPC, Softphone, Strom, vBCF, PCAP & DOD5 are running on AHM environment.

Affected CIs AHM-VIM50, AHM-VIM52
Complete list of CI's is in attachments.

Related Items

Advanced Change Ticket Report

| | | | | | |
|---|--|---------------------|------------------------|-----------------|------------------|
| ID and summary VZCR00000456434 VF-RO: [Rollout] NLSPL1SBG02 SW Upgrade to 2.21.4. | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Review | Pending | 05/02/2024 14:28 |
| Responsible | Stefan Belghiru | | TECH-RO-NOC-BO-CORE-CS | | |
| Planned Dates | 22/02/2024 22:00 | | 23/02/2024 05:30 | | |
| Planned Outages | 22/02/2024 22:00 | | 23/02/2024 04:30 | | |
| Description | <div>- Work description (in non expert language): SBGs are running 2.16.2 release. As part of the One Track software update project it will be upgraded to release 2.21.4. We will extract the configuration from the old SBG and import it in the upgraded one. As concerning improvements, the upgraded SBG will provide faster call setup time, and it will fix the high memory usage on standby PLs. - Which procedure will be followed (including a high level Work Planning): 22:00 Pre Health Check Node 22:10 Graceful lock on NLSPL1SBG02 22:20 Check counters on NLSPL1SBG02 00:00 Lock SBG application NLSPL1SBG02 00:05 Extract configuration in NLSPL1SBG02 00:10 Switch OFF old NLSPL1SBG02 00:30 Switch ON new NLSPL1SBG02 01:00 import configuration from NLSPL1SBG02 If everything is OK: 01:30 Unlock administrative state 01:40 Site Sigos, node alarms and performance checks 02:40 Confirm NLSPL1SBG02 working correctly under traffic. 03:00 Create backup, post checks and 04:00 Close the change. If not: 03:00-04:00 - Troubleshoot. 04:00 - if still not ok, roll back to the old VNF: Switch OFF new NLSPL1SBG02 Switch ON old NLSPL1SBG02 04:20 Post checks 04:30 End of change If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: yes Change starts at 22:00, because we have to be able to "push" all the traffic out of the SBG before we start the activity. It will be a Graceful Lock, meaning existing calls will not be dropped but new ones will not be started on this SBG. The actual activity that might have any impact starts at 00:00. DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: No If Yes, which change(s) CHG Change title: change date: PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked op VTC : Yes TESTPLAN - Test plan Available : Yes - Health check part of the implementation procedure and testplan: pre-change: Yes post-change: Yes RISK ASSESSMENT See field 'If there is an inci</div> | | | | |

Advanced Change Ticket Report

| | | | |
|--|---|---|--|
| Risk Level | Risk Level 1 | | |
| Risk Assessment | Can this change have more impact than intended? No Worst case scenario Same impact as change | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes | | |
| | Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | |
| Extended risk assessment: | | | |
| 4) List which Incidents can be caused by this change and what is per Incident the Service Impact. | | | |
| If there are any issues VoLTE, VoWIFI voice calls might be impacted (SBG) .This is however unlikely because the node is redundant and the other nodes will serve traffic in the mean time. This SBG in SPL is serving 17% of the VoLTE, VoWIFI voice calls customers (so in worst case scenario these are at risk). | | | |
| This risk assessment is a realistic representation of the risks of the change being executed. It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes. List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | | |
| If the node is not working after the SW update is finished and the Isolation is removed, there might some issues for the customers using the SBG services for a short time (until the issue are recognized and fixed or changes are rolled back). Chance is small as VTC testing is done successful, worst case scenario NLSPL1SBG02 can be isolated from traffic. | | | |
| If Not | The SW will be outdated | | |
| Rollback details | Scenario | Rollback activity:-----What will the rollback entail, what will be done in the rollback?If SBG not properly working. (Chance is small as tested on VTC) and/or some alarms will be seen during post activity checks and testing, a rollback to be performedRollback steps:Define the rollback steps with timestampsIf tot work properly, the below steps will be performed:03:00-05:00 - Troubleshoot.05:00 - if still not ok, roll back to the old VNF:Switch OFF new NLSPL1SBG02Switch ON old NLSPL1SBG0205:20 Post checks05:30 End of change | |
| | Duration | 01:00 | |
| | Criteria | Alarms on site & node | |
| | Decision By | Implementation Engineer | |
| | Start Date | 23/02/2024 04:30 | |
| Related Items | SBG | | |
| Affected Services | VoLTE, VoWIFI for users on NLSPL1SBG02. | | |
| But as the node will be isolated gradually, most likely the users won't notice: Isolation procedure will be started at 22:10 and from that moment onwards the SBG will not accept any new registration/re-registrations, meaning users will be directed to other SBGs. At 00:00 the forced lock command will be executed, users that are still on NLSPL1SBG02 will be kicked off, but can immediately register via another SBG. | | | |
| Affected CIs | NLSPL1SBG02 | | |
| Related Items | | | |

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | |
|-----------------|--|---|--|---------------------|--|------------------------|--|-----------------|--|------------------|--|---------------------------------------|--|--|--|--|--|
| ID and summary | | | | | | VZCR00000455511 | | | | | | [ROLLOUT] BSC Bulk-Cutovers 2024 - 8D | | | | | |
| General | | Priority | | Impact | | Status | | Approval Status | | Create Date | | | | | | | |
| | | Medium | | 2-Significant/Large | | Scheduled For Approval | | Pending | | 29/01/2024 15:23 | | | | | | | |
| Responsible | | Bert Creemers | | | | ENN-BLD-ACCESS-BSCRNC | | | | | | | | | | | |
| Planned Dates | | 22/02/2024 23:00 | | | | 23/02/2024 06:00 | | | | | | | | | | | |
| Planned Outages | | 23/02/2024 00:00 | | | | 23/02/2024 05:00 | | | | | | | | | | | |
| Description | | CAB 07/02: Pending sitelists. | | | | | | | | | | | | | | | |
| | | 29/01 BertC Sitelist to be added +++++ | | | | | | | | | | | | | | | |
| | | 4/12/2023 BertC Final MOP is attached NOTE: actual Sitelist will be delivered in the Change Debriefing for Babysit and PM-reporting. +++++ | | | | | | | | | | | | | | | |
| | | 25/10 BertC: Now that VFZ has build new GSM BSC\s, site-cutovers are again required to re-arrange the traffic of sites over the network. Site-Cutovers were done frequently in the past. Find here some Change-numbers for reference: VFNLCR000265683 - VFNLCR000278275 - VFNLCR000298297 +++++ | | | | | | | | | | | | | | | |
| | | - Work description (in non expert language): 2G site cutovers. After the Pilots these are the bulk-cutovers that re-arrange between BSC's. We will work in bulks of 10 nodes, when time allows we go for next 10 sites to maximize number of sites in change. In this change also some recently developed tooling will be used, as this automates the manual labor normally required for cutovers. The intention is to cutover more sites in one changewindow. The sites will be cutovered from Source to target BSC as in the below schedule. As stated if time allows more sites will be cutovered. In the debriefing of this Change, the actually cutovered sites and their respective BSC's will be listed. The below planning has been made, it is expected that we will use all change-windows in the week of 11 December. +++++ - which procedure will be followed(including a high level Work Planning): During the morning of the change, the targeted sites will be prepared. Start time Action 23:00 Run health checks / alarm list 00:00 1) Lock first site and change IP address settings 00:05 2) Move transmission 00:10 3) Un-lock site and check if site is On-Air. 00:15 Perform previous steps for the other sites 5:00 Sites should all be | | | | | | | | | | | | | | | |
| Risk Level | | Risk Level 1 | | | | | | | | | | | | | | | |
| Risk Assessment | | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | | | | | | | | | | | | |

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Low number of nodes can be off-air due to linking, or for a low number of nodes the parameters are not optimal.
This results in reduced coverage in a certain area.
Or Capacity on receiving BSC is unexpected higher than foreseen, which means that it is possible that the end user cannot setup a call
Sites being rehomed will not come onair. As sites are cutovered one by one the impact can be only on individual sites.
2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs

BSC performance was tested with pilot sites.
We use small batches to limit impact.
Procedure is tested before and during cutover it will be tested to be successful and if not sites will be rolled back.

If Not

If this change is not executed then new BSC will not be used and old BSC cannot be removed.

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | Rollback Scenario: Roll Back is applicable per site, not for the complete batch, and only in case there is a major fault.- Rollback activity Rollback will be done by cutovering teh site back to its original BSC.- Rollback steps (define the rollback steps with timestamps)05:00 decide to rollback the node05:01 enter the command to cutover to original BSC05:07 Node back on line and UAR- Rollback criteria: Describe the criteria for the rollback specific to the ChangeOnly in case there is a major fault on the site it will be rolled back.Same routine in reverse order. |
| | Duration | 01:00 |
| | Criteria | Decision is site oriented (not on/for a complete bulk) because changes will be performed per 2G site. Problems with getting site operational in target BSC. |
| | Decision By | Decision is made by the Implementation engineer. This name is mentioned under “responsible for change execution” |
| | Start Date | 23/02/2024 05:00 |

Related Items

| | |
|-------------------|---|
| Affected Services | 2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each. |
| Affected CIs | The actual cutovered Sites will be delivered in a list included in the Change Debriefing. |
| Related Items | |

Advanced Change Ticket Report

| | | | | | |
|--|--|---------------------|----------------------|-----------------|------------------|
| ID and summary VZCR00000456417 [LAPR] NLSPL1SVF02-RMF2 rackmount migrations part 2 (VOF2.0) [PPM 535327] | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Review | Pending | 05/02/2024 13:47 |
| Responsible | Kyo Beek | | ENN-BLD-IPINFR | | |
| Planned Dates | 22/02/2024 23:00 | | 23/02/2024 05:00 | | |
| Planned Outages | 23/02/2024 00:00 | | 23/02/2024 03:00 | | |
| Description | <div>LA Required: Cognizant BO IMS</div> <div>- Work description (in non-expert language): In this change we will migrate NLSPL1SVF02-RMF2 form the HP-fabric to the ACI-fabric VM running on the RM: srk03vesbcpv001</div> <div>- Which procedure will be followed (including a high level Work Planning with Timestamps): 23:00 Take screenshots of Sigos SITE monitoring for E2E 23:00 Pre-checks 23:30 Request approval to start change from SMC and DNOC using the GIDS tool 00:00 Start change after getting approval 00:05 IMS team isolate the VOF service (SAF) 00:15 Configure the port channel and associate the interfaces on NLSRK03LS007/008 00:30 Configure static bindings 01:00 Physically move the links to the new switches 02:00 Remove 16xx vlans form HP interlink (both sides) 02:30 Check connectivity 02:45 IMS team de-isolate the VOF service 03:00 Post-checks. 03:30 Take screenshots of Sigos SITE monitoring for E2E. 04:00 Request approval to close the change from SMC and DNOC using the GIDS tool. 05:00 Close change after getting approval to do so.</div> <div>If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: yes, pre-checks</div> <div>DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: No If Yes, which change(s) Change number: Change title: change date:</div> <div>PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked op VTC : No/ (reason) Done successful many times in live ex. VZCR00000402732</div> <div>AFTERCARE - Baby-sit contact details: Name: Mathijs Nilwik Phone Number: +31611304938 - when will the baby-sit start (time): 07.00-11.00 - what activities will the baby-sit perform: Connectivity checks - Performance monitoring "Day after" (if applicable for this change) (No) Performance engineer contact details:</div> | | | | |

Advanced Change Ticket Report

Name:
Phone Number:

COMMUNICATION

- Communication directly after the change end (Vodafone change debriefing report)
Mandatory: ENN Change management, VF NOC FO, VF NOC BO, VF-NL LCNS, VF-NL SMC, VF-NL

Risk Level
Risk Level 2

Risk Assessment
Can this change have more impact than intended? No
Worst case scenario Same impact, but longer duration
1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes/
2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes/
3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes/

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:
4) List which Incidents can be caused by this change and what is per Incident the Service Impact.
Worst case Extended impact of VOF service (Could lead to dropped calls for B2B VOF users)

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

Mitigation actions by BO-IMS to be taken to limit impact
to avoid wrong configurations we will proceed with:
- 2 engineers participate the Change
- applying the 4 eyes principle
- continuously checking on alarms during change
- pre/post-check validations
- as there is geo-redundancy, activity will be executed on one node at a time

If Not
HP switched EOL

Rollback details
Scenario Rollback activity: - What will the rollback entail, what will be done in the rollback?move links back to HP switches and add 16xx back to interlinkRollback steps:- Define the rollback steps with timestamps04:00 announce rollback to SMC and DNOC04:10 move links back to HP switches04.20 add 16xx back to interlink04:30 postchecks
Duration 01:00
Criteria Critical alarms that relate to the change.
Decision By Implementation Engineer
Start Date 23/02/2024 04:00

Related Items
NLSPL1SVF02-RMF2, NLSRK03LS007, NLSRK03LS008

Affected Services
VOF (duration depending LA feedback)
Below are the Vof2.0 customer that are live
Allied Motion Dordrecht BV, vlan 1630
Centercon Bv, vlan 1629
Drukkerij De Bunschoter Bv, vlan 1619
Trane Netherlands BV, vlan 1626
And Eurocontrol Guild of Air Traffic Services (vlan 1620) is going live on a short notice.

Affected CIs
NLSRK03LS007
NLSRK03LS008

NLSPL1SVF02-RMF2

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|----------------------|-----------------|------------------|
| ID and summary | | VZCR00000454779 [Hybrid] Add QoS policy on Pacific-INCA bundles - SPL [PPM-Not-Available] | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 05/02/2024 10:49 |
| Responsible | Anomitra Chakrabarty | | ENN-BLD-IPINFR | | |
| Planned Dates | 22/02/2024 23:30 | | 23/02/2024 06:00 | | |
| Planned Outages | - | | - | | |
| Description | - Work description (in non-expert language): | | | | |
| | This change is to have QoS enabled on the Pacific-InCa bundles in SLR routers. | | | | |
| | This change is not service affecting. | | | | |
| | - Which procedure will be followed (including a high level Work Planning with Timestamps): | | | | |
| | 23:30 Announce the change to SMC/FO. | | | | |
| | Send meeting invite to SMC/FO on email address below for a common team's chat. | | | | |
| | smc.nl@vodafoneziggo.com; regionalnoc_fo_netherlands_ro@vodafone.com | | | | |
| | 23:40 Cookbook SITE check. Snapshots will be made. In case of alarms check with SMC to make sure the change can continue. | | | | |
| | 00:00 Start change after taking go ahead from SMC and FO core. | | | | |
| | 00:05 Pre-checks | | | | |
| | 00:30 Add QoS service policy on Pacific-InCa bundles | | | | |
| | 00:45 Stability period | | | | |
| | 01:15 Take Post-checks | | | | |
| | 01:45 Check alarm with SMC and FO core. | | | | |
| | 02:00 Cookbook SITE check. Snapshots will be made. In case of alarms check with SMC to make sure the change can continue. | | | | |
| | 02:15 Ask SMC /FO for closure, and confirmation of network stability | | | | |
| | 02:30 Close Change and send debriefing. | | | | |
| | If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: | | | | |
| | Yes, for PRE-CHECKS before activity | | | | |
| | DEPENDENCY: | | | | |
| | - are there any preceding changes to which result the implementation of this change is dependent: No | | | | |
| | : | | | | |
| | PRE CHANGE TESTS in TEST ENVIRONMENT | | | | |
| | - Procedure checked op VTC : No, already implemented in live network , ref VZCR00000451081 (18/19-01-24 Successfully) | | | | |
| | AFTERCARE | | | | |
| | - Baby-sit contact details: | | | | |
| | Name: Biswanath Biswas | | | | |
| | Phone Number: +918697731033 | | | | |
| | - when will the baby-sit start (time): | | | | |
| | Starts at 07:00 and ends at 11:00 (until 07:00 - change implementer). | | | | |
| | - what activities will the baby-sit perform: | | | | |
| | - health checks | | | | |
| | - Performance monitoring "Day after" (if applicable for this change): No. | | | | |
| | Performance engineer contact details: | | | | |
| | Name: NA | | | | |
| | Phone Number: NA | | | | |
| | COMMUNICATION | | | | |
| | - Communication directly after the change end (Vodafone change debriefing report) | | | | |

Advanced Change Ticket Report

| | | |
|-----------------|--|---|
| | Mandatory: ENN Change management, VF N | |
| Risk Level | Risk Level 1 | |
| Risk Assessment | Can this change have more impact than intended? No | |
| | Worst case scenario Same impact as change | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes | |
| | Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | |
| | Extended risk assessment: | |
| | 4) List which Incidents can be caused by this change and what is per Incident the Service Impact. | |
| | We will update the QoS policy on interface. This does not have any foreseen impact or risk on live traffic, so no foreseen impact on user level. | |
| | This risk assessment is a realistic representation of the risks of the change being executed. It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes. | |
| If Not | 5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | |
| | To avoid wrong configuration we will work with validations before activity | |
| | - 4 eyes principle | |
| | - continuously checking on alarms during change | |
| | - pre and post check validation | |
| | Project will be delayed | |
| | Rollback details | Scenario Rollback activity: - What will the rollback entail, what will be done in the rollback?Return configurations as before the change intervention. Rollback steps:- Define the rollback steps with timestamps05:00 Announce rollback to SMC/FO.05:05 Remove QoS service policy on Pacific-InCa bundles05:15 Stability period05:45 Post checks and final validation06:00 End of change |
| | | Duration 01:00 |
| | | Criteria Alarms and/or any problem with connections. |
| | | Decision By Implementation Engineer |
| | | Start Date 23/02/2024 05:00 |
| | Related Items | SLR-TR0004-CR103-NEW, SLR-TR0004-CR104-NEW |
| | Affected Services | NON SAF |
| | Affected CIs | SLR-TR0004-CR103-NEW SLR-TR0004-CR104-NEW |
| | Related Items | |

Advanced Change Ticket Report

ID and summary

VZCR00000459157

[IT] - CRQ000001999004 Akana PROD Mongo DB server RHEL Ver upgrade -2 |LG-IT|

General

Priority

Impact

Status

Approval Status

Create Date

Medium

3-Moderate/Limited

Scheduled For Review

Pending

15/02/2024 11:18

Responsible

-

-

Planned Dates

23/02/2024 01:00

23/02/2024 06:00

Planned Outages

-

-

Description

Work Description:

1. High level description of the change:

<The high level description is expected to be brief but comprehensive >

This change is planned to upgrade RHEL version of Akana Mongo servers to RHEL 8.8 - New Main -2

2. Business justification for the change:

<Why do we need this change? How does this improve the end user/customer experience? If related to a project, please add project name>

RHEL uprgade of Akana mongo servers to RHEL 8.8 version which is going out of support and compatible with Akana platform version upgrade planned.

3. Provide service impact assessment by answering points 3.1 to 3.9

3.1. What infrastructure/component/CI is the change performed on?

<For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDB, please create CI relationship using "ACTING-CI">

The change performed on below server

amspamgpe23

<Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) >

Country NL:

3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)?

<Provide list of services and mention if non-prod (JIT, UAT, ORT) or not live>

OFF NL, MSP NL, CDM NL, PEAL NL, ACS NL

Please note : The impact is same for all the enduser. If one of the service request works rest of the service will work. Also note that all the services/Apps consuming Akana platform across countries have been informed about this proposed change over email to country PSM contacts and app owners for business validation purposes.

3.3. Description of expected end service impact:

Risk Level <Service outage, Service
Risk Level 5

Risk Assessment -
LG Responsibility
LG Responsibility

If Not -

Rollback details **Scenario** LG Responsibility
Duration 00:40
Criteria LG Responsibility
Decision By LG Responsibility
Start Date 23/02/2024 04:30

Related Items

Affected Services -

Affected CIs amspamgpe23

Related Items

Advanced Change Ticket Report

ID and summary

VZCR00000459481

[DK][IT] Vesta Change Notification CHG0082877: configuration updates for Vodafone NL Prepaid, Pay4Bill & Ziggo services

General

Priority

Impact

Status

Approval Status

Create Date

Medium

2-Significant/Large

Scheduled For Review

Pending

19/02/2024 09:32

Responsible

Dianne Keulen

Change Management

Planned Dates

23/02/2024 05:00

23/02/2024 07:00

Planned Outages

23/02/2024 05:00

23/02/2024 07:00

Description

- Work description (in non expert language):

Vesta wish to invoke a 2 hour maintenance window for the Prepay, Pay4Bill & Ziggo services.This change is required to perform essential maintenance and patching, Vesta expects there maybe brief blips in connectivity when failover occurs.

- Which procedure will be followed(including a high level Work Planning):

Start time

Vendor

Vendor contact

Action

05:00:00

Vesta

NOC

Start

Deployment

Vesta

Vesta IT

Contact no: 001 503 5523480 email:

NOC@trustvesta.com

06:00:00

Vesta

Vesta IT

Testing & Verification

If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason:

DEPENDENCY:

- are there any preceding changes to which result the implementation of this change is dependent: Yes/No

If Yes, which change(s)

CHG

Change title:

change date:

PRE CHANGE TESTS in TEST ENVIRONMENT

- Procedure checked op VTC : No (All testing has completed in advance of CAB, all deployment scripts verified in test environmnets)

TESTPLAN

- Test plan Available : Yes/No (reason)/N/A (reason)

Ensure deployment pipelienes have been completed successfully before post deployment verifications

- Health check part of the implementation procedure and testplan:

pre-change: Yes/No (reason)/N/A (reason)

post-change: Yes/No (reason)/N/A (reason)

RISK ASSESSMENT

See field 'If there is an incident what's its impact?'

AFTERCARE

- who will do the baby-sit(name and phone) and when the baby-sit start:

Department:

Name:

Report generated on: 20-02-2024 12:00

C2: Internal use

47/161

Data is from: 19-02-2024 12:06

Advanced Change Ticket Report

Phone Number:
Mobile:

- what activities the baby-sit will perform:
- Performance monitoring "Day after" and who will do this (name and phone) : Yes/
Department:
Name: Padraig Mc Master, Vesta NOC
Phone Number: +1

Risk Level Risk Level 1

Risk Assessment -

- 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? : Yes/No/Comments
 - 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments
 - 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? : Yes/No/Comments
- Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

- 4) List which Incidents can be caused by this change and what is per Incident the Service Impact.
- 5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not -

| | | |
|------------------|-------------|---|
| Rollback details | Scenario | Rollback will only be considered if order processing is impacted. |
| | Duration | 00:30 |
| | Criteria | Rollback to previous configuration. |
| | Decision By | Vesta |
| | Start Date | 23/02/2024 06:30 |

Related Items

Affected Services impact to PAYG/Prepay services
Impact to Pay4Bill
Impact to Ziggo Bill Pay

Affected CIs n/a

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000459441 [IT] AMDOCS: BSS 24.01.3 DEFECT DELIVERY

| General | Priority | Impact | Status | Approval Status | Create Date |
|---------|----------|---------------------|----------------------|-----------------|------------------|
| | High | 2-Significant/Large | Scheduled For Review | Pending | 16/02/2024 15:16 |

| | | |
|--------------------|----------------|------------|
| Responsible | Marcel Zanders | AMDOCS-CHM |
|--------------------|----------------|------------|

| | | |
|----------------------|------------------|------------------|
| Planned Dates | 25/02/2024 18:00 | 26/02/2024 04:00 |
|----------------------|------------------|------------------|

| | | |
|------------------------|------------------|------------------|
| Planned Outages | 25/02/2024 21:00 | 26/02/2024 02:00 |
|------------------------|------------------|------------------|

Description -Work description (in non expert language):

MEC BR R02b + DOX BAU/ HC fixes

| | | | | | |
|----------|---|-----|-----|--------|---|
| Issue ID | Summary | | | | |
| 424673 | improvement | | OMS | Bright | CloseOA Stuck Order for Scenario1 |
| 425622 | | OMS | | Bright | The mandatory Toestel CID attribute of Zenderpakket |
| | is missing. Enter the missing attribute | | | | |
| 429545 | improvement | | CAL | BAU | CAL NLS ISSUE |
| 430135 | INC675792 | OMS | | Bright | Bright Return Order stuck at Close Order Action |
| 432041 | CR | OMS | | ITNEXT | [Tracking Defect] - AMO-1334 - production Layer-7(|
| | CDSB Replacement) | | | | |
| 432056 | INC679809 | OMS | | Bright | [SOS] Canceled orders: Active order with next Form |
| | ID not loaded | | | | |
| 432563 | INC682426 | OMS | | Bright | GLEM with no BO |

- which procedure will be followed (including a high level Work Planning):

General plan:

- 18:00 Deployment start
- 21:30 Perform ABP RB and TC restarts
- 23:30 Perform CRM and OMS RB
- 02:00 inform SMC about completion
- 02:00 onwards, sanity
- 03:00, sanity finishes and change closed

If the change is (partly) requested outside the Maintenance Window (00.00 – 06.00) give reason:

-Normal Unify window

DEPENDENCY:

- are there any preceding changes to which result the implementation of this change is dependent: No

If Yes, which change(s)

CHG

Change title:

change date:

PRE CHANGE TESTS in TEST ENVIRONMENT

- Procedure checked op VTC : Na, Change is tested on VZ TEM ITE2 test environment.

TESTPLAN

- Test plan Available : Yes

- Health check part of the implementation procedure and testplan:

pre-change: Yes

post-change: Yes

AFTERCARE

Advanced Change Ticket Report

- who will do the baby-sit(name and phone) and when the baby-sit start: yes
Department: Amdocs RM
Name: Pankaj Sukhija
Phone Number: +31-615879194
Mobile:

- what activities the baby-sit will perform:
Sanity

- Performance monitoring "Day after" and who will do this (name and phone) : Yes/
Department: Amdocs RM
Name: Pankaj Sukhija
Phone Number: +31-615879194
Mobile:

LOCAL ACCOUNT
- If applicable, add to which parties LA requests (external/internal) are send-out
- add LA feedback

Risk Level

Chang
Risk Level 1

Risk Assessment

-
1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes
2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes
3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes
Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:
List which Incidents can be caused by this change and what is per Incident the Service Impact.
-Service (UNIFY) will not work in production.
Risk after implementation is that functionalities (unify functionalities) fail.
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not

-

Rollback details

| | |
|-------------|--|
| Scenario | Rollback the HotFix via the HF tool.04:00: deploy the rollback HFs05:00: bounce the system (BSS and TC)09:30: start sanity |
| Duration | 02:00 |
| Criteria | Critical issues in the area where the fixes should be deployed. |
| Decision By | Amdocs |
| Start Date | 26/02/2024 02:00 |

Related Items

Affected Services ABP (rolling bounce)
OMS (rolling bounce)

Affected CIs BSS

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000457160 [IT] - CRQ000001998577C-MSA platform 1.0.65 Infrastructure releasePT: CRQ000001995624 | LG-IT|

| General | Priority | Impact | Status | Approval Status | Create Date |
|---------|----------|--------------------|------------------------|-----------------|------------------|
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 08/02/2024 10:32 |

| | | |
|-----------------|------------------|------------------|
| Responsible | - | - |
| Planned Dates | 26/02/2024 00:00 | 26/02/2024 04:00 |
| Planned Outages | - | - |

Description

Work Description:

1. High level description of the change:
<The high level description is expected to be brief but comprehensive >
For C-MSA platform 1.0.65 Infrastructure release major updates will be to optimize node rotation job as well as to deal with a bug on the same job. We will also migrate to a new solution for streaming RDS logs into the platform which will allow us to decommission existing solution in the following sprints, which is not supported anymore. Automation of Clean up Cybersecurity data for customers will be done, providing stakeholders easier and less error prone way of cleaning up.

2. Business justification for the change:
<Why do we need this change? How does this improve the end user/customer experience? If related to a project, please add project name>
The main goal of the release is to update C-MSA infrastructure to deliver functionality developed in scope of Sprint 23.3

3. Provide service impact assessment by answering points 3.1 to 3.9

3.1. What infrastructure/component/CI is the change performed on?
<For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDB, please create CI relationship using "ACTING-CI">
C-MSA, all components
Not available in CMDB. Hence creating the relationship with ACTNG CI.

<Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) >

Country A:

3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)?
<Provide list of services and mention if non-prod (JIT, UAT, ORT) or not live>
The Connect App, Connect Cloud, Connect Care and Connect Web services

| | |
|-----------------|---------------------------|
| Risk Level | Description of expected e |
| Risk Assessment | Risk Level 2 |

| | |
|--|-------------------|
| | - |
| | LG Responsibility |
| | LG Responsibility |

If Not See notes

| | | |
|------------------|-------------|-------------------|
| Rollback details | Scenario | LG Responsibility |
| | Duration | 00:20 |
| | Criteria | LG Responsibility |
| | Decision By | LG Responsibility |
| | Start Date | 26/02/2024 02:50 |

Related Items CONNECT

Affected Services -

Affected CIs C-MSA,

Related Items

Advanced Change Ticket Report

| | | | | | |
|-------------------|--|--|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000457166 [IT] - CRQ000001998068 Upgrading mysql components under the ATAT PlatformPT: CRQ000001992286 LG-I | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Approval | Pending | 08/02/2024 10:44 |
| Responsible | - | | | | |
| Planned Dates | 26/02/2024 00:01 | | 26/02/2024 06:00 | | |
| Planned Outages | 26/02/2024 00:01 | | 26/02/2024 06:00 | | |
| Description | <p>Work Description:</p> <p>1. High level description of the change: RM-244077: Upgrading application component (Mysql) under the ATAT Platform</p> <p>2. Business justification for the change: Upgrading mysql components under the ATAT Platform, for better performance and securing with latest versions</p> <p>3. Provide service impact assessment by answering points 3.1 to 3.9</p> <p>3.1. What infrastructure/component/CI is the change performed on? <For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDb, please create CI relationship using "ACTING-CI"> viepattpe10</p> <p><Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) ></p> <p>-----</p> <p>Country A:</p> <p>3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)? <Provide list of services and mention if non-prod (JIT, UAT, ORT) or not live> ATAT service is impacted. ATAT application will not be available to application users during the upgrade activity</p> <p>3.3. Description of expected end service impact: <Service outage, Service degradation, loss of redundancy, loss of capacity, no impact. If no impact, provide explanation why> ATAT application will not be available to application users during the upgrade activity</p> <p>3.4. Start time, End time and duration of the service impact/degradation <Time to be mentioned in CE(S)T. If no impact, mention N/A.> 26 Feb 2024 00:01 CET to 26 Feb 2024 03:00 CET</p> <p>3.5. What will be the end users/customers experience during the impact window? ATAT application will not be available to application users during the upgrade activity</p> <p>3.6. Number of end users/customers impacted: <if no impact, mention 0. Same number s</p> | | | | |
| Risk Level | Risk Level 2 | | | | |
| Risk Assessment | - | | | | |
| | LG Responsibility | | | | |
| | LG Responsibility | | | | |
| If Not | See notes | | | | |
| Rollback details | Scenario | LG Responsibility | | | |
| | Duration | 03:30 | | | |
| | Criteria | LG Responsibility | | | |
| | Decision By | LG Responsibility | | | |
| | Start Date | 26/02/2024 01:40 | | | |
| Related Items | ATAT | | | | |
| Affected Services | ATAT Platform | | | | |
| Affected CIs | viepattpe10 | | | | |
| Related Items | | | | | |

Advanced Change Ticket Report

| | | | | | |
|--|--|--------------------|----------------------|-----------------|------------------|
| ID and summary VZCR00000454661 [RHOSP] Scale down host: NLSPL1SVF02-RMDE from SPL1-VIM50 | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 23/01/2024 15:57 |
| Responsible | Hari Madabhushi Raghu | | OpenStack Telco | | |
| Planned Dates | 26/02/2024 20:00 | | 27/02/2024 02:00 | | |
| Planned Outages | - | | - | | |
| Description | <p>[RHOSP] Scale down host: NLSPL1SVF02-RMDE from SPL1-VIM50</p> <p>- Work description (in non expert language): PCAP is migrating to baremetal. The node is going to be repurposed to run PCAP.</p> <p>A scale down is a standard procedure within the OpenStack environment and shouldn't cause any issues. Since Redhat OpenStack runs as one entire cloud-environment, a scale down for PCAP will not only remove PCAP from RHOSP (according to templates, roles), it will also verify the whole overcloud by running the stack update.</p> <p>Procedures and security guidelines to follow From Redhat OpenStack – Director function – NLSPL1-VIM50</p> <p>Actions during this periode:</p> <ul style="list-style-type: none">• Start with a verification-run / dry-run (to see which changes will be made to which systems, without really changing)• Overcloud stack will be redeployed (Updated), this includes existing viSBC, GTP, CMS and PCAP nodes.• All remaining nodes are existing nodes, they will verify their configuration according to templates & roles, no changes should come up• Verification for PCAP node functionality will be done <p>Work will be executed by OpenStack engineers.</p> <p>This is a NON SAF action.</p> <p>- Which procedure will be followed(including a high level Work Planning): Office hours: Preparations like: git pull, tests and update templates. 21:00 – 21:10 Delete PCAP stack 21:15 – 21:30 Wipefs of old boot-disk hypervisor 21:30 – 23:30 Run deploy script, update stack by downscale PCAP host 23:30 – 00:00 Check status of the stack and servers 00:00 – 05:00 Possible rollback</p> <p>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Yes Start earlier to be sure that a possible rollback can be done within the maintenance window. As this is a NON SAF change.</p> <p>DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: No</p> <p>PRE CHANGE TESTS in TEST ENVIRONMENT - Procedure checked in PROD and VTC: It is pa</p> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <p>-</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> | | | | |

Advanced Change Ticket Report

| | | |
|--|--|---|
| List which Incidents can be caused by this change and what is per Incident the Service Impact. | | |
| Removing an unused node, there is no impact at all on the services. | | |
| List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | |
| Human mistake: 4 eyes principle. | | |
| If Not | PCAP to baremetal project is in delay. | |
| Rollback details | Scenario | Rollback activity:Change back the original numbers in site.yaml and do a stack update again.What will the rollback entail, what will be done in the rollback?This node is no longer in use by PCAP, that is why we migrate it to baremetal. What is really happening is a stack update to set the number of used nodes in the platform.If there is a need to rollback, this is the maximum what we do. No effect on the platform anyway.Rollback steps:- change parameters- stack updateDefine the rollback steps with timestamps:start-time Start rollback+00:05 - change fencing parameters+00:10 - stack update+02:30 - Healthchecks |
| | Duration | 01:00 |
| | Criteria | If stack fails to update. |
| | Decision By | Laszlo Klement/Hari Madabhushi Raghu |
| | Start Date | 27/02/2024 00:00 |

Related Items

Affected Services -

Affected CIs NLSPL1SVF02-RMDF

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|--|---|-------------------------|-----------------|------------------|
| ID and summary | | VZCR00000456661 [Backup of VZCR00000452840] [BLC][LAPR][CSB2024] Cognizant quarterly patching Q1- subwindow 1 - Backup Window | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | High | 2-Significant/Large | Scheduled For Approval | Pending | 06/02/2024 13:10 |
| Responsible | Vignesh Ravi | | Cognizant-Ops-PaaS-Unix | | |
| Planned Dates | 26/02/2024 20:00 | | 26/02/2024 23:00 | | |
| Planned Outages | 26/02/2024 20:15 | | 26/02/2024 22:00 | | |
| Description | <div>CAB 7/2: As is =====</div> <div>- Work description (in non expert language):</div> <div>Patching non-critical applications The details of the change time is placed in the scheduling part of this change, and in and de details of the runbook that is added to the attachments, and in the High level work plan.</div> <div>As part of security requirements, production VMs OS will be patched to the latest patchlevel. This will be Windows server 2012R2 & 2016 latest and RH 6.10, RH 7.9 and RH 8.4 latest. Object Owners an support teams of respective applications are informed. Object Owners that have agreed with patching will either shut down their applications or migrate application to a standby site. Only VMs that have a Rubrik snapshot in place will be patched. where possible VTC VMs have been patched first.</div> <div>The change is SAF, as is described in the impacted services.</div> <div>- Which procedure will be followed(including a high level Work Planning):</div> <div>Subwindow batch 1, patching OS NON-Critical systems. Monday, February 26th, 20:00 - 23:00</div> <div>The object owner of the application has a possibility to choose a method of patching. The preferred way of working is either automated or A-B patching. Before patching every machine will be rebooted to do a zero measurement. During patching every machine will be rebooted at least one more time.</div> <div>For this change the automated patching procedure will be followed. Automated patching: The VMs are patched at a random time in the patch window</div> <div>Runbook: - 19:50 Cognizant contacts SMC that patching will commence. (Change start) - 20:00 Cognizant will communicate to the application teams relevant for subwindow 1 that patching is about to start and they should shut down applications and databases properly. These applications are required for other changes. - 21:00 - Removal of Sophos, Reboot and install Macafee on windows specific hosts. - 21:45 - reboot - 22:00 Cognizant will communicate to the application teams relevant for subwindows 1 that patching is rea</div> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <div>Can this change have more impact than intended? No</div> <div>Worst case scenario Same impact as change</div> <div>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes</div> <div>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</div> <div>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes</div> <div>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</div> <div>Extended risk assessment:</div> <div>List which Incidents can be caused by this change and what is per Incident the Service Impact.</div> <div>A. VM can not come online after reboot, because changes done on system are not persistent</div> | | | | |

The risk is that the VM will not function after a reboot.
Changes on the system that are in-memory but never saved can be lost, change for example the firewall or network-configuration at boot.

B. Application can not work with patched version
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

A.To mitigate this, we'll try to save all in-memory settings in a temporary file outside the system if possible.
B. The patches that are going to be installed are approved by the application supplier that these changes will not effect the application. If an unexpected incident occurs, the rollback plan will be executed.
OS Security Patching is required from VFZ security.
Patching will immediately solve all (security) OS-vulnerabilities that are currently detected.
Making the vulnerability reports cleaner and shorter.
Applications that want to be upgraded may not be possible on older releases.

If Not

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | A VM will be shut down and the snapshot of the VM will be restored by Cognizant Unix Team.Rollback Change through VCenter Snapshot / Rubrik : Vcenter SnapshotSteps involved in rolling back the change -[VCenter Snapshot] : 1. Login to the AHM Vcenter.2. Search the VM in the search bar.3. Click on Snapshots.4. Click on the available snapshot which was created before the upgrade as a backup.5. Click on revert & confirm to perform the rollback.[Rubrik]1.login to relevant Rubrik cluster2.find correct VM/hostname in inventory3.select appropriate date form which restoration required4.kickoff restore as per requirement(in-place/out-of-place/guest file and folders) and monitor progress until completesRollback duration:For all the mentioned 20mins per VM |
| | Duration | 01:00 |
| | Criteria | 1. The operational system not booting 2. Abnormal CPU, memory and storage usage 3. Application not starting. |
| | Decision By | In case of issues in the OS, Cognizant will make the rollback decision. Always in consultation with LA of the impacted system. |
| | Start Date | 26/02/2024 22:00 |

Related Items

Affected Services Linux Specific :

Exabeam
IPAdmin
JUMPCLI
NDH
NNMi
OSST
RAFT
Rancid
Remedy
UFM
CAPM
CDAAS
MTX
PortingOnDemand
Zenoss
PUAM

Windows Specific:

AIMOS
BroadworksGeneric
Exabeam
Cognizantg Windows
JUMPGUI
MgtIPS
MTX/Imvision
NFV Domain
PUAM
RAFT
RAN Jump Server
RSD Domain
STAP

AHCONDB
HPE
SRM, VMware
Tooling Server, VMware
WSUS + vCenter
KeyConcepts
DLP
FlexNet Agent FNMS Suite

Affected CIsLinux-

- NLEHV1CAPC01
- NLEHV1CADA01
- NLEHV1CADC01
- EIN01CADCPV002
- NLEHV1CABI01
- NLEHV1CADR01
- EIN01CADRPV002
- EIN01CADRPV003
- ARN07APSRVPV001
- ARN07APSRVPV002
- EIN01APSRVPV001
- EIN01APSRVPV002
- SRK03APSRVPV001
- SRK03APSRVPV002
- EIN01ESCPV001
- ein01escpv002
- SRK03SVPV001
- SRK03SVPV003
- SRK03SVPV005
- EIN01SVPV001
- EIN01SVPV003
- EIN01SVPV005
- WEBIPPV001
- NLAHM1JUMP01
- NLEHV1JUMP01
- ARN07CENTRPV001
- NLAHM1NM02
- ARN01NNMPV001
- EIN01OCPPRPV001
- EIN01OCPWBTV001
- NLAHM1OCWEBPR01
- NLEHV1OCWEBPR01
- OCAPPV003
- OCPPRPV001
- PRPV002
- PRPV003
- NLAHM1NPWSP01
- NLAHM1NPWSP03
- ARN07SP3AS004
- NLAHM1RAFAS02
- NLAHM1RAFAS03
- NLAHM1RAFDB01
- NLAHM1RAFTL01
- NLAHM1APSRV03
- NLAHM1APSRV04
- NLAHM1APSRV05
- NLEHV1REMPAS01
- NLEHV1REMPAS02
- NLEHV1REMPAS03
- NLEHV1REMPAS04
- NLEHV1REMPWS01
- NLEHV1REMPWS02
- NLEHV1REMPWS03
- EIN01REMASPV002
- EIN01REMWSPV002
- EIN01REMWSPV003
- EIN01REMWSPV004
- EIN01REMWSPV005

EIN01REMWSPV006
EIN01REMWSPV007
EIN01REMWSPV008
EIN01REMWSPV009
EIN01REMWSPV010
EIN01REMASPV004
EIN01REMASPV005
ARN07NNMPV004
EIN01ZCCMPV001
EIN01ZRPPV001
EIN01ZRPPV002
EIN01ZRPPV003
EIN01ZRPPV004
EIN01ZCCAPV001
EIN01ZCCAPV002
EIN01ZCCAPV003
EIN01ZCCAPV004
EIN01ZCCAPV005
ARN07ZCCAPV001
ARN07ZCCAPV002
ARN07ZCCAPV003
ARN07ZCCAPV004
ARN07ZCCAPV005

Windows:

ARN07AIMOSPV001
NLEHV1ONBR01
EIN01WECPV001
NLVIR1NGH01AV1
NLVIR1NGH01MGT1
NLVIR1NGH01PRX1
NLEHV1NGH01WUS1
NLVIR1JUMP02
NLVIR1MGTIPS01
ARN07IMVPV001
NLEHV1SVF01-AD2
NLAHM1SVF01-AD2
NLSPL1PIM01-AD1
NLAHM1CPMAS01
NLARN07SP3AS001
NLARN07SP3AS002
NLAHM1RAFRS01
ARN07PROXYPV003
NLEHV1SVF01-AD3
NLAHM1SVF01-AD4
NLAHM1STAP01-SL01
ARN07ASPV004
NLEHV1PIM01-BA2
NLEHV1SVF01-MS1
NLEHV1SVF01-BA1
NLEHV1SVF01-RS1
NLEHV1SVF01-TS2
NLEHV1SVF01-SR1
NLEHV1SVF01-TS1
NLEHV1SVF01-SR2
NLEHV1SVF01-UP1
NLEHV1KEYCDB01
NLEHV1KEYCWS01
NLAHM1DLP01
ARN07APSRVPV006
apsrvpv149

Related Items

Advanced Change Ticket Report

| | | | | | | | |
|-----------------|--|--------------------|----------------------|-----------------|------------------|--|--|
| ID and summary | | VZCR00000459539 | | | | Huawei DSLAM managment IP change pilot | |
| General | Priority | Impact | Status | Approval Status | Create Date | | |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 19/02/2024 11:15 | | |
| Responsible | Daniel Gil Galvez | | TECH-EP-HUAWEI | | | | |
| Planned Dates | 26/02/2024 20:00 | | 27/02/2024 00:00 | | | | |
| Planned Outages | - | | - | | | | |
| Description | ===== | | | | | | |
| | - Work description (in non expert language): | | | | | | |
| | Change management IP for huawei DSLAM, is a new IP segment and requires a vlan change in the device, | | | | | | |
| | No service at risk since the DSLAM has no customer connected. | | | | | | |
| | - Which procedure will be followed(including a high level Work Planning): | | | | | | |
| | 1) Change (after 20:00) | | | | | | |
| | 2) Verify Configuration (anytime 20:30 – 21:00) | | | | | | |
| | 3) Generate Report & start Baby-Sit (00:00 onwards) | | | | | | |
| | If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: N/A | | | | | | |
| | DEPENDENCY: | | | | | | |
| | - are there any preceding changes to which result the implementation of this change is dependent: No | | | | | | |
| | PRE CHANGE TESTS in TEST ENVIRONMENT | | | | | | |
| | - Procedure checked op VTC : Yes | | | | | | |
| | TESTPLAN | | | | | | |
| | - Test plan Available : Yes | | | | | | |
| | - Health check part of the implementation procedure and testplan: | | | | | | |
| | pre-change: Yes | | | | | | |
| | post-change: Yes | | | | | | |
| | RISK ASSESSMENT | | | | | | |
| | See field 'If there is an incident what's its impact?' | | | | | | |
| | Only management NE is on risk, no other service is impacted | | | | | | |
| | AFTERCARE | | | | | | |
| | - who will do the baby-sit(name and phone) and when the baby-sit start: | | | | | | |
| | Department: Huawei | | | | | | |
| | Name: Daniel Gil | | | | | | |
| | Phone Number: +31633990820 | | | | | | |
| | - what activities the baby-sit will perfom: | | | | | | |
| | Pro-actively monitor the network. | | | | | | |
| | - Performance monitoring "Day after" and who will do this (name and phone) : Yes | | | | | | |
| | Department: Huawei | | | | | | |
| | Name: Daniel Gil | | | | | | |
| | Phone Number: +31633990820 | | | | | | |
| | LOCAL ACCOUNT | | | | | | |
| | - If applicable, add to which parties LA requests (external/internal) are send-out | | | | | | |

Advanced Change Ticket Report

- add LA feedback

Change Requestor:
Department: Huawei
Name: Daniel Gil
Phone Number: +31633990820

Responsible for change implementation:
Department: Huawei
Name: Daniel Gil
Ph

Risk Level Risk Level 1

Risk Assessment -

- 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes
- 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes
- 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Only management NE is on risk, no other service is impacted

If any unexpected issues occur we can immediately revert back to the previous configuration.
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

This is a basic change in which traffic flow is adjusted. If there is a disruption in traffic it will be immediatly seen and changes can be made to revert back to previous configuration.

If Not -

| | | |
|------------------|-------------|---|
| Rollback details | Scenario | This is the high level steps for the rollback:1. connect to NCE2. change management IP address 3. configure back vlan 19994. Refresh NE status in the NCE |
| | Duration | 01:00 |
| | Criteria | If anything unexpected occurs |
| | Decision By | Change engineer and NOC |
| | Start Date | 26/02/2024 22:00 |

Related Items

Affected Services Non-SAF,there is no serv ice running in the DSLAM

Affected CIs Huawei DSLAM MA5603T site S0009

Related Items

Advanced Change Ticket Report

| | | | | | |
|----------------|-----------------|--------------------|----------------------|-----------------|------------------|
| ID and summary | VZCR00000459198 | Huawei BFD Cleanup | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 15/02/2024 15:43 |

Responsible Daniel Gil Galvez TECH-EP-HUAWEI

Planned Dates 26/02/2024 22:00 27/02/2024 06:00

Planned Outages - -

Description =====

- Work description (in non expert language):

Remove BFD for BGP LSP in the POC3, this configuration is causing multiple alarms in the POC3 and will be replaced by BFD for LDP.

No service at risk.

- Which procedure will be followed(including a high level Work Planning):

- 1) Cleanup (after 00:00)
- 2) Verify Configuration (anytime 00:00 – 02:00)
- 3) Generate Report & start Baby-Sit (03:00 onwards)

If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: N/A

DEPENDENCY:

- are there any preceding changes to which result the implementation of this change is dependent: No

PRE CHANGE TESTS in TEST ENVIRONMENT

- Procedure checked op VTC : Yes

TESTPLAN

- Test plan Available : Yes
- Health check part of the implementation procedure and testplan:
 - pre-change: Yes
 - post-change: Yes

RISK ASSESSMENT

See field 'If there is an incident what's its impact?'
Only management NE is on risk, no other service is impacted

AFTERCARE

- who will do the baby-sit(name and phone) and when the baby-sit start:

Department: Huawei
Name: Daniel Gil
Phone Number: +31633990820

- what activities the baby-sit will perform:

Pro-actively monitor the network.

- Performance monitoring "Day after" and who will do this (name and phone) : Yes

Department: Huawei
Name: Daniel Gil
Phone Number: +31633990820

LOCAL ACCOUNT

- If applicable, add to which parties LA requests (external/internal) are send-out

- add LA feedback

Change Requestor:
Department: Huawei
Name: Daniel Gil
Phone Number: +31633990820

Responsible for change implementation:
Department: Huawei
Name: Daniel Gil
Phone Number

Risk Level Risk Level 1

Risk Assessment -

- 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes
- 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes
- 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Only management NE is on risk, no other service is impacted

If any unexpected issues occur we can immediately revert back to the previous configuration.
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

This is a basic change in which traffic flow is adjusted. If there is a disruption in traffic it will be immediatly seen and changes can be made to revert back to previous configuration.

If Not -

| | | |
|------------------|-------------|---|
| Rollback details | Scenario | #mpls#undo mpls bgp bfd enable#undo mpls bgp bfd-trigger-tunnel host#undo mpls bgp bfd min-tx-interval 100 min-rx-interval 100# |
| | Duration | 01:00 |
| | Criteria | If anything unexpected occurs |
| | Decision By | Change engineer and NOC |
| | Start Date | 27/02/2024 03:00 |

Related Items

Affected Services Non-SAF, no service at risk, only management but also not at risk since is legacy configuration

Affected CIs ATNs

Related Items

Advanced Change Ticket Report

| | | | | | |
|--|--|---------------------|------------------------|-----------------|------------------|
| ID and summary VZCR00000445664 [HYBRID][BLC]Change BFD Parameters on SRK location [PPM: 535327] | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | High | 2-Significant/Large | Scheduled For Approval | Pending | 09/11/2023 09:55 |
| Responsible | Gourav Mahajan | | ENN-BLD-IPINFR | | |
| Planned Dates | 26/02/2024 23:00 | | 27/02/2024 06:00 | | |
| Planned Outages | 27/02/2024 00:00 | | 27/02/2024 05:00 | | |
| Description | BLC for packet core nodes on all locations | | | | |
| - Work description (in non-expert language): | | | | | |
| In this change will be going to change Multi hop BFD TTL value from 254 to 253 and Will apply some RPI on router to block local loopback route advertisement toward other router and check the BFD & BGP behavior. | | | | | |
| Nodes involved in this change are router slr-tr0004-cr103-new/slr-tr0004-cr104-new, NLSPL1PGWC03 (CGA),srk03pgwcpv001 ,srk03pgwcpv002 ,srk03pgwcpv003,srk03pgwupv001 ,srk03pgwupv002 ,srk03pgwupv003,srk03pgwupv004,srk03pgwupv006,srk03pgwupv007, srk03pgwupv008, srk03pgwupv009, NLSPL1EPDG01, NLSPL1EPDG02, NLSPL1MME01 | | | | | |
| IPI configuration change are Non Impacting . So no impact from IPI side. | | | | | |
| PS team will do failover of the Control plane IMS, User plane CGA and EPDG node failover is seam less. | | | | | |
| After changing the parameter we are also doing redundancy testing the new settings in a controlled way (as each site has a different setup), enclosure switch will be rebooted. | | | | | |
| > Shut down interface on the router and observe the BGP/BFD behavior. | | | | | |
| > Reboot the Enclosure Switch Enclosure-1 NUMA-1 and Enclosure-2 NUMA-1 at Schiphol location, (NLSPL1SVF02-ES21 interconnect 5 & 6 and NLSPL1SVF02-ES33 interconnect 5 & 6). | | | | | |
| We also test the SR-MPLS and ISN BGP session by change bfd parameter, shutdown and unshut. | | | | | |
| - Which procedure will be followed (including a high level Work Planning with Timestamps): | | | | | |
| 23:00 Pre-Checks | | | | | |
| 23:30 Make srk03pgwcpv001 as Standby and disable ICR | | | | | |
| 23:40 Disable ICR on srk03pgwcpv002 | | | | | |
| 23:50 Make srk03pgwupv001 as Standby and disable ICR | | | | | |
| 00:00 Disable ICR on srk03pgwupv002 | | | | | |
| 00:10 Make srk03pgwupv003 as Standby and disable ICR | | | | | |
| 00:20 Disable ICR on srk03pgwupv004 | | | | | |
| 00:30 Make NLSPL1EPDG01 as Standby and Disable ICR | | | | | |
| 00:40 Disable ICR on NLSPL1EPDG02 | | | | | |
| 00:50 Make NLSPL1PGWC03 as Standby and disable ICR | | | | | |
| 01:00 Start of IPI Change | | | | | |
| 01:40 End of IPI Change | | | | | |
| 01:45 Check connectivity | | | | | |
| 02:00 Shutdown interface from router | | | | | |
| 02:10 Check the BGP/BFD session | | | | | |
| 02:30 Start Testing by Pow | | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change | | | | |

window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

4) List which Incidents can be caused by this change and what is per Incident the Service Impact.

During change, for testing the new settings in controlled way (as each site has different setup), enclosure switch will be rebooted. This will generate alarms for the enclosure switch itself, but should not be service affecting for the end customer, as each enclosure has redundant connections to two switches, and only one will be rebooted. Possibly some BFDs of vEPC applications (MME, EPDG, PGW) might flap.

Data 2G,4G,5G,CGA,Volte/VoWIFI at risk

This risk assessment is a realistic representation of the risks of the change being executed. It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.

5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.
- E2E
- 4-eyes principle
- postchecks/prechecks

If Not MPLS-SR & 3DC project will be delayed

| | |
|------------------|---|
| Rollback details | <div>Scenario</div> <div>Rollback activity: - What will the rollback entail, what will be done in the rollback?Rollback will be performed in case of any issues/alarms observed on node (PE routers of slr-tr0004-cr103/104 tor SITE-SIGOS/ abnormality in the nodes. In such scenario, the config would be rollback to the original values in all PE Routers.Rollback Steps- Define the rollback steps with timestampsRollback High Level Plan:05:05 Change BFD parameters and remove RPI on slr-tr0004-cr103-new05:10 Change BFD parameters and remove RPI on slr-tr0004-cr104-new05:15 do check05:20 Enable ICR and switchover to make srk03pgwcpv001 as Active05:25 Enable ICR on srk03pgwcpv00205:30 Enable ICR and switchover to make srk03pgwupv001 as Active05:35 Enable ICR on srk03pgwupv00205:40 Enable ICR and switchover to make srk03pgwupv003 as Active05:40 Enable ICR on srk03pgwupv00405:45 Enable ICR & switchover to make NLSPL1EPDG01 as Active05:50 Enable ICR on NLSPL1EPDG0205:55 Enable ICR and switchover to make NLSPL1PGWC03 as Active06:00 Rollback completed</div> <div>Duration</div> <div>01:00</div> <div>Criteria</div> <div>FO/SMC report alarms</div> <div>Decision By</div> <div>Implementation Engineer</div> <div>Start Date</div> <div>27/02/2024 05:00</div> |
|------------------|---|

Related Items NLSPL1PE01, NLSPL1PE02, SLR-TR0004-CR103, SLR-TR0004-CR104

Affected Services During change, for testing the new settings in controlled way (as each site has different setup), enclosure switch will be rebooted. This will generate alarms for the enclosure switch itself, but should not be service affecting for the end customer, as each enclosure has redundant connections to two switches, and only one will be rebooted. Possibly some BFDs of vEPC applications (MME, EPDG, PGW) might flap.

Affected CIs Worst case scenario there will be a impact on the Data 2G,4G,5G,CGA,Volte/VoWIFI traffic will be impacted.
slr-tr0004-cr103-new/slr-tr0004-cr104-new, NLSPL1PGWC03 (CGA),srk03pgwcpv001 ,srk03pgwcpv002 ,srk03pgwcpv003,srk03pgwupv001 ,srk03pgwupv002 ,srk03pgwupv003,srk03pgwupv004,srk03pgwupv006,srk03pgwupv007, srk03pgwupv008, srk03pgwupv009, NLSPL1EPDG01, NLSPL1EPDG02, NLSPL1MME01

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|--|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000450563 [HYBRID] Move DWDM spans & clients S12860-S08373 and S06660-S08373-SRK03 to OSN9800M12 equipment [PPM585755] | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 18/12/2023 16:18 |
| Responsible | Erwin Lexis | | ENN-BLD-TRNSM | | |
| Planned Dates | 26/02/2024 23:00 | | 27/02/2024 06:00 | | |
| Planned Outages | 27/02/2024 01:00 | | 27/02/2024 06:00 | | |
| Description | 16/1/2024 EL: Migration changed from non-SAF to SAF due to redundancy issues of TNF-F5144C-EHV-001 & TNF-F5144C-SPL-001 which can cause B2B Skype for Business outage. The issues occurred during the implementation of VZCR00000445881 & VZCR00000450199. The redundant uplink between both nodes is not affected in this migration. The redundancy issue is caused by the firewalls, NOT by the DWDM network. | | | | |
| | - Work description (in non-expert language): | | | | |
| | In this change we will move the DWDM span S08373-S12860 and client services from OSN8800 equipment to the new OSN9800M12 equipment. We will also move the spans S06660-S08373-SRK03 at S08373 from OSN8800 to OSN9800M12 equipment. | | | | |
| | This in one of the many steps in the phaseout of the OSN8800 DWDM network. This migration is part of MS-T1189: Installation of DWDM equipment and migration of traffic on POC2's 2023. | | | | |
| | The change will be executed by two engineers: one will visit S12860 and SRK03 and one will visit S08373. | | | | |
| | This is a hybrid change, as the some DWDM services containing VodafoneZiggo Pacific, VodafoneZiggo Video & VodafoneZiggo OSN traffic are affected. See attached list of affected services for more info. | | | | |
| | - Which procedure will be followed (including a high level Work Planning with Timestamps): | | | | |
| | - 23:00h: Start preparations | | | | |
| | - 00:00h: Step 1: Disconnect ground fibers RT0180-RT0912/0001 from OSN8800's at S08373 & S12860 and reconnect them to the OSN9800M12 nodes on both sides | | | | |
| | - 00:15h: Step 2: Check optical levels of OSC signals and connect the line ports of the affected M520 card at S12860 to the related OH20 card | | | | |
| Risk Level | - 00:30h: Step 3: Adjust optical channels and check performance of migrated span | | | | |
| | - 00:45h: Step 4: Move DWDM client services at S12860 from OSN8800 to OSN9800M12 | | | | |
| | - 00:55h: Step 5: Engineer at S12860 starts travelling to SRK03 | | | | |
| | - 01:00h: Step 6: Disconnect ground fibers BD40240-RTD40630/TDF.01 from OSN8800 at S08373 and reconnect them to the OSN9800M12 node at S08373 | | | | |
| | - 01:00h: NOTE: SAF period for B2B Skype for B | | | | |
| | Risk Level 2 | | | | |
| | Can this change have more impact than intended? No | | | | |
| | Worst case scenario Same impact, but longer duration | | | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | | | |
| Risk Assessment | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes | | | | |
| | Note: a change is a High-Risk Change if one or more of these questions is answered with a NO. | | | | |
| | Extended risk assessment: | | | | |
| | 4) List which Incidents can be caused by this change and what is per Incident the Service Impact. | | | | |
| | - Hardware disturbances in Huawei DWDM nodes or fiber cuts during implementation of the change can cause the protection path to become unavailable. Traffic will fail. The implementation engineer will check the whole Huawei DWDM backbone during the migration. | | | | |
| | This risk assessment is a realistic representation of the risks of the change being executed. | | | | |
| | It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, | | | | |
| | test, change interaction and execution despite our efforts in our current and constantly improved processes. | | | | |
| | | | | | |
| | | | | | |

5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs.

The probability of a non working DWDM path after rerouting is low. Should one paths fail, the, service impact for the end customer is still not expected. A rollback for the affected path will be initiated.

This change will be executed by experienced Core TX engineers, who have tested the change in the Proof of Concept environment.

If Not

| | | |
|------------------|-------------|---|
| Rollback details | Scenario | Rollback scenario Core TX changeln a Core TX change, the TX engineer migrates physically on site from one port to another port, which will cause the traffic to be rerouted to new hardwareAfter every repatching, there is a check on the performance of the new hardwareIf the performance is not OK, the TX engineer onsite will:- Disconnect new patch fiber from the new port- Reconnect the old patch fiber to the old port- Re-check the optical input levels on both portsIt is therefore not possible to have a high level plan for the whole change as such, since we do it step by step -wise and the engineer leave the site after the check on that step was performed thoroughly. This is the nature of these changes, which has been rock solid practice for years without incident. |
| | Duration | 00:30 |
| | Criteria | Performance not OK |
| | Decision By | Implementation Engineer |
| | Start Date | 27/02/2024 05:30 |

Related Items

Affected Services SAF for:
B2B Skype for Business outage due to redundancy issue on TNF-F5144C-EHV-001 & TNF-F5144C-SPL1-001 firewalls.

SAF time starts >01:00h CET
SAF time ends <06:00h CET

SAF period: max. 5 hours

More specific time window for SAF not possible, due to the character of this migration (many physical fiber re-patching steps).

The DWDM paths are protected, so only redundancy is affected for the following circuits:

- FTTO:00208-SRK03/10G/01
- FTTO:08373-EIN01/10G/01
- FTTO:08373-EIN01/10G/02
- FTTO:08373-SRK03/10G/01
- FTTO:08373-SRK03/10G/02
- FTTO:12865-SPL1/10G/01
- FTTO:14066-SRK03/10G/01
- FTTO:15358-EHV1/10G/1
- FTTO:16293-SRK03/10G/1
- FTTO:6660-SPL1/10G/1
- FTTO:7572-EHV1/10G/1
- FTTO:7572-EHV1/10G/2
- FTTO:EHV1-SPL1/10G/1
- FTTO:SPL1-TLB08/10G/1
- IPBB:03155-AMS34/10G/03
- IPBB:AMS35-EIN01/100G/01
- IPBB:AMS35-EIN01/100G/02
- IPBB:AMS35-EIN01/100G/03
- IPBB:EHV1-SPL1/10G/2
- IPBB:EIN01-SRK03/100G/2
- MVNO:IX3-UT/1G/1
- PTN:00208-SRK03/100G/01
- PTN:00240-SRK03/10G/01
- PTN:00240-SRK03/10G/02
- PTN:06660-SRK03/100G/01
- PTN:08373-EIN01/100G/1
- PTN:08373-SRK03/100G/1
- PTN:12865-SRK03/100G/01
- PTN:14066-SRK03/10G/01
- PTN:14066-SRK03/10G/02
- PTN:1497-EHV1/10G/1
- PTN:1497-EHV1/10G/2

PTN:15358-EHV1/10G/1
PTN:15358-EHV1/10G/2
PTN:16293-SRK03/100G/01
PTN:16302-SRK03/100G/01
PTN:7572-EHV1/100G/1
PTN:EIN01-SRK03/100G/01
PTN:RDM4-SPL1/10G/1
PTN:RDM4-SPL1/10G/2
PTN:RDM4-SPL1/10G/3
PTN:RDM4-SPL1/10G/4
PTN:SRK03-TLB08/100G/01
PTNC:EIN01-SRK03/100G/01
PTNC:EIN01-SRK03/100G/02
PTNC:EIN01-SRK03/100G/03
TNF:03155-AMS34/1G/01
TNF:15594-AMS30/10G/01
TNF:AMS5-UT/10G/01
TNF:AMS5-UT/10G/02
TNF:AMS5-UT/10G/03
TNF:AMS5-UT/10G/04
TNF:AMS5-UT/10G/05
TNF:AM-UT/10G/03
TNF:AM-UT/10G/09
TNF:AM-UT/1G/09
VFZOSN:12865-SRK03/1G/01
VFZOSN:SRK03-TLB08/100G/02
VID:AMS09-TLB08/100G/01
VID:HVS03-SRK03/100G/02
VID:HVS03-TLB08/100G/01
VID:SRK03-TLB08/100G/1
VID:SRK03-TLB08/100G/2
VMW:ARN07-EIN01/10G/3
VMW:ARN07-EIN01/10G/4

Affected CIs

DWDM:
NL-RDM4-8800-01
NL-RDM4-8800-11
NL-RIX-8800-01
NL-RIX-8800-12
NL-RIX-8800-13
NL-S08373-9800M12-21
NL-S08373-9800M12-22
NL-S08373-9800M12-23
NL-S12860-9800M12-21
NL-SPL1-8800-11
NL-SRK03-9800M12-13
NL-SRK03-9800M24-02
NL-SRK03-9800M24-03
NL-SRK03-9800M24-51

FTTO:
00208-5603T-1
06660-5603T-1
07572-5603T-1
07572-5603T-2
08373-5603T-1
08373-5603T-2
12865-5603T-1
12944-5603T-1
13667-5603T-1
14066-5603T-1
EHV-TR0001-DR101
NL-S16293-MA5800-01
S15358-5603T-1
SLR-TR0004-DR102

IPBB:
AMER01
ASD-TR0021-CR101

NLHRL1PE01
UTER01

MVNO:
IXNL-200677_Truphone @IX3

PTN:
NL-EHV1-NE9K-01
NL-S00208-6900M14-01
NL-S00240-6900M14-01
NL-S01497-6900M14-01
NL-S06660-6900M14-01
NL-S07572-6900M14-01
NL-S08373-6900M14-01
NL-S08373-6900M14-02
NL-S12860-6900M-03
NL-S12860-6900M14-01
NL-S12865-6900M14-01
NL-S12944-6900M14-02
NL-S13667-6900M14-01
NL-S14066-6900M14-01
NL-S15358-6900M14-01
NL-S16293-6900M14-01
NL-S16302-6900M14-01
NL-SPL1-NE9K-01

VodafoneZiggo OSN:
RT-RC0173-DS201
SLR-TR0004-DS201
SLR-TR0004-TS182
TB-RC0001-TS182

TNF:
TNF-C1001-UT-002
TNF-C1002-HRL-001
TNF-C1004-UT-231
TNF-C9001-HM-001
TNF-C9010-ASD-001
TNF-C93180-ASD-002
TNF-C93180-UT-002
TNF-C9910-EHV-002
TNF-CCRS1-ASD-200
TNF-CCRS1-UT-200
TNF-F5144C-EHV-001
TNF-F5144C-SPL1-001

VodafoneZiggo Video:
asd-rc0001-ss341
hvs-rc0002-ls341
hvs-rc0002-ls342
SLR-TR0004-CR303
SLR-TR0004-CR304
SLR-TR0004-SS342
tb-rc0001-cr303
tb-rc0001-cr304
tb-rc0001-ss341

VMWare:
NLAHM1SVF01-FS01
NLAHM1SVF01-FS02
NLEHV1SVF01-FS01
NLEHV1SVF01-FS02

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000455512 [ROLLOUT] BSC Bulk-Cutovers 2024 - 9A | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Approval | Pending | 29/01/2024 15:26 |
| Responsible | Bert Creemers | | ENN-BLD-ACCESS-BSCRNC | | |
| Planned Dates | 26/02/2024 23:00 | | 27/02/2024 06:00 | | |
| Planned Outages | 27/02/2024 00:00 | | 27/02/2024 05:00 | | |
| Description | CAB 07/02: Pending sitelists. | | | | |
| | 29/01 BertC Sitelist to be added +++++ | | | | |
| | 4/12/2023 BertC Final MOP is attached NOTE: actual Sitelist will be delivered in the Change Debriefing for Babysit and PM-reporting. +++++ | | | | |
| | 25/10 BertC: Now that VFZ has build new GSM BSC\s, site-cutovers are again required to re-arrange the traffic of sites over the network. Site-Cutovers were done frequently in the past. Find here some Change-numbers for reference: VFNLCR000265683 - VFNLCR000278275 - VFNLCR000298297 +++++ | | | | |
| | - Work description (in non expert language): 2G site cutovers. After the Pilots these are the bulk-cutovers that re-arrange between BSC's. We will work in bulks of 10 nodes, when time allows we go for next 10 sites to maximize number of sites in change. In this change also some recently developed tooling will be used, as this automates the manual labor normally required for cutovers. The intention is to cutover more sites in one changewindow. The sites will be cutovered from Source to target BSC as in the below schedule. As stated if time allows more sites will be cutovered. In the debriefing of this Change, the actually cutovered sites and their respective BSC's will be listed. The below planning has been made, it is expected that we will use all change-windows in the week of 11 December. +++++ - which procedure will be followed(including a high level Work Planning): During the morning of the change, the targeted sites will be prepared. Start time Action 23:00 Run health checks / alarm list 00:00 1) Lock first site and change IP address settings 00:05 2) Move transmission 00:10 3) Un-lock site and check if site is On-Air. 00:15 Perform previous steps for the other sites 5:00 Sites should all be | | | | |
| | Risk Level 1 | | | | |
| | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Low number of nodes can be off-air due to linking, or for a low number of nodes the parameters are not optimal.
This results in reduced coverage in a certain area.
Or Capacity on receiving BSC is unexpected higher than foreseen, which means that it is possible that the end user cannot setup a call
Sites being rehomed will not come onair. As sites are cutovered one by one the impact can be only on individual sites.
2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs

BSC performance was tested with pilot sites.
We use small batches to limit impact.
Procedure is tested before and during cutover it will be tested to be successful and if not sites will be rolled back.

If Not

If this change is not executed then new BSC will not be used and old BSC cannot be removed.

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | Rollback Scenario: Roll Back is applicable per site, not for the complete batch, and only in case there is a major fault.- Rollback activity Rollback will be done by cutovering teh site back to its original BSC.- Rollback steps (define the rollback steps with timestamps)05:00 decide to rollback the node05:01 enter the command to cutover to original BSC05:07 Node back on line and UAR- Rollback criteria: Describe the criteria for the rollback specific to the ChangeOnly in case there is a major fault on the site it will be rolled back.Same routine in reverse order. |
| | Duration | 01:00 |
| | Criteria | Decision is site oriented (not on/for a complete bulk) because changes will be performed per 2G site. Problems with getting site operational in target BSC. |
| | Decision By | Decision is made by the Implementation engineer. This name is mentioned under “responsible for change execution” |
| | Start Date | 27/02/2024 05:00 |

Related Items

Affected Services 2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

Affected CIs The actual cutovered Sites will be delivered in a list included in the Change Debriefing.

Related Items

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------|--|--|--|--------------------|--|--------------------------|--|-----------------|--|------------------|--|---|--|--|--|--|--|---------|--|--|--|--|--|
| ID and summary | | | | | | VZCR00000459160 | | | | | | [IT] SSL certificate renewal on wifree LDAP replica servers - CRQ000001998903 | | | | | | [LG-IT] | | | | | |
| General | | Priority | | Impact | | Status | | Approval Status | | Create Date | | | | | | | | | | | | | |
| | | Medium | | 3-Moderate/Limited | | Scheduled For Approval | | Pending | | 15/02/2024 11:29 | | | | | | | | | | | | | |
| Responsible | | - | | - | | | | | | | | | | | | | | | | | | | |
| Planned Dates | | 26/02/2024 23:00 | | 27/02/2024 06:00 | | | | | | | | | | | | | | | | | | | |
| Planned Outages | | - | | - | | | | | | | | | | | | | | | | | | | |
| Description | | <div>Work Description:</div> <div>1. High level description of the change: <The high level description is expected to be brief but comprehensive > SSL certificate renewal on below mentioned wifree ldap replica servers. The current certificate is going to expire on 7th of April 2024. Replica serversIPCN lg-l-p-wfc00005172.23.102.198ams-pe-wfc-rpl03.upc.biz lg-l-p-wfc00006172.23.102.199ams-pe-wfc-rpl04.upc.biz viepwfcpe14172.31.58.102vie-pe-wfc-rpl03.upc.biz viepwfcpe15172.31.58.103vie-pe-wfc-rpl04.upc.biz</div> <div>2. Business justification for the change: <Why do we need this change? How does this improve the end user/customer experience? If related to a project, please add project name> This is a normal BAU activity to renew the ssl certificates used for the secure communication between client and ldap</div> <div>3. Provide service impact assessment by answering points 3.1 to 3.9 3.1. What infrastructure/component/CI is the change performed on? <For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDB, please create CI relationship using "ACTING-CI"> Replica serversIPCN lg-l-p-wfc00005172.23.102.198ams-pe-wfc-rpl03.upc.biz lg-l-p-wfc00006172.23.102.199ams-pe-wfc-rpl04.upc.biz viepwfcpe14172.31.58.102vie-pe-wfc-rpl03.upc.biz viepwfcpe15172.31.58.103vie-pe-wfc-rpl04.upc.biz</div> <div><Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) > ----- Country A: 3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)? <Provide list of services and mention if</div> | | | | | | | | | | | | | | | | | | | | | |
| Risk Level | | Risk Level 1 | | | | | | | | | | | | | | | | | | | | | |
| Risk Assessment | | - LG Responsibility LG Responsibility | | | | | | | | | | | | | | | | | | | | | |
| If Not | | - | | | | | | | | | | | | | | | | | | | | | |
| Rollback details | | Scenario | | LG Responsibility | | | | | | | | | | | | | | | | | | | |
| | | Duration | | 01:30 | | | | | | | | | | | | | | | | | | | |
| | | Criteria | | LG Responsibility | | | | | | | | | | | | | | | | | | | |
| | | Decision By | | LG Responsibility | | | | | | | | | | | | | | | | | | | |
| | | Start Date | | 27/02/2024 04:00 | | | | | | | | | | | | | | | | | | | |
| Related Items | | | | | | | | | | | | | | | | | | | | | | | |
| Affected Services | | - | | | | | | | | | | | | | | | | | | | | | |
| Affected CIs | | Replica servers | | IP | | CN | | | | | | | | | | | | | | | | | |
| | | lg-l-p-wfc00005 | | 172.23.102.198 | | ams-pe-wfc-rpl03.upc.biz | | | | | | | | | | | | | | | | | |
| | | lg-l-p-wfc00006 | | 172.23.102.199 | | ams-pe-wfc-rpl04.upc.biz | | | | | | | | | | | | | | | | | |
| | | viepwfcpe14 | | 172.31.58.102 | | vie-pe-wfc-rpl03.upc.biz | | | | | | | | | | | | | | | | | |
| | | viepwfcpe15 | | 172.31.58.103 | | vie-pe-wfc-rpl04.upc.biz | | | | | | | | | | | | | | | | | |

Advanced Change Ticket Report

| | | | | | | | |
|--|--|--------------------|----------------------|-----------------|------------------|--|--|
| ID and summary | | VZCR00000456186 | | | | Disable APM module on GBLE load balancer Cluster [PPM Not available] | |
| General | Priority | Impact | Status | Approval Status | Create Date | | |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 02/02/2024 13:17 | | |
| Responsible | Nitin Goyal | | ENN-BLD-IPSERV | | | | |
| Planned Dates | 26/02/2024 23:30 | | 27/02/2024 06:00 | | | | |
| Planned Outages | - | | - | | | | |
| Description | HC(09/02):ACR approval attached | | | | | | |
| | HC(08/02): MOP Approval attached and ACR requested | | | | | | |
| | - Work description (in non-expert language): | | | | | | |
| | During load balancer upgrade, we noticed that APM module in F5 Load balancer has a bug - 997793 (https://cdn.f5.com/product/bugtracker/ID997793.html) and it hits every time when we reboot the load balancer. As per F5 TAC support, this is a known bug and available with in all the version. | | | | | | |
| | This bug has no permanent fix as of now, only a workaround solution (given in Kb) which is also not 100% functional. As per confirmation received from designer, these APM modules are not in use anymore and good to disable them to get rid of this bug permanently. | | | | | | |
| | Similar activity is performed in VTC successfully under change ref - VTC-RFC-4175-Deprovision APM Module | | | | | | |
| | Device Involved: - | | | | | | |
| | NLAHM1LBGBLE01 | | | | | | |
| | NLEHV1LBGBLE01 | | | | | | |
| | We are not expecting any issues because of this change as this load balancer is running on high availability to avoid any downtime as traffic will always be handled by the active member of cluster. | | | | | | |
| - Which procedure will be followed (including a high level Work Planning with Timestamps): | | | | | | | |
| 23:30 E2E and Pre-Checks | | | | | | | |
| 00:05 Delete EPSEC packages from NLEHV1LBGBLE01 (Active load balancer) | | | | | | | |
| 00:10 Deprovision APM module on NLAHM1LBGBLE01 | | | | | | | |
| 00:20 Services will restart automatically. | | | | | | | |
| 00:30 Restart the load balancer (if asked for) | | | | | | | |
| 00:40 Perform sanity check on NLAHM1LBGBL01. | | | | | | | |
| 00:50 Failover the traffic from NLEHV1LBGBLE01 to NLAHM1LBGBLE01 | | | | | | | |
| 01:00 Stability period of 30 mins | | | | | | | |
| 01:30 Deprovision APM module on NLEHV1LBGBLE01 | | | | | | | |
| 01:40 Services will restart automatically. | | | | | | | |
| 01:50 Restart the load balancer (if asked for) | | | | | | | |
| 01:55 Perform sanity check on NLEHV1LBGBLE01. | | | | | | | |
| 02:00 Failback the traffic from NLAHM1LBGBLE01 to NLEHV1LBGBLE01 | | | | | | | |
| 02:10 Stability period of 30 mins | | | | | | | |
| 02:40 Post checks and E2E | | | | | | | |
| 03:00 End of Change | | | | | | | |
| If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: yes for prechecks | | | | | | | |
| DEPENDENCY: | | | | | | | |
| - are the | | | | | | | |
| Risk Level | Risk Level 1 | | | | | | |
| Risk Assessment | Can this change have more impact than intended? No | | | | | | |
| | Worst case scenario Same impact as change | | | | | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | | | | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?:Yes | | | | | | |

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

4) List which Incidents can be caused by this change and what is per Incident the Service Impact.

This load balancer is running on high availability to avoid any downtime as traffic will always be handled by the active member of cluster. APM License will be DE provisioned 1st on standby load balancer, will failover the services from primary to back up load balancer and then DE provision the APM license on the former active load balancer, so one of the load balancers will always be available to carry the traffic.

However, in worst case if device malfunction during this activity, there will be impact on below services:

- o AFG services
- o Broadworks Services
- o Mosa Services

This risk assessment is a realistic representation of the risks of the change being executed. It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.

5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If any issue occurs then to minimize/solve the impact, below steps will be followed.

- Quick Rollback
- Monitoring Site Sigos
- In Conversation with FO/SMC
- Will follow 4-eye principal.
- Will monitor TOP during activity.

If Not

Load balancer will remain exposed to bug

| | | |
|-------------------|--|--|
| Rollback details | Scenario | Rollback activity: - What will the rollback entail, what will be done in the rollback?As this APM module is not in use on this LB cluster, it must be disabled to optimize the resources. There should not be any negative impact of disabling this unused module.There is no rollback plan needed for this. To avoid any impact on the services, we will start with standby device and once everything is ok with standby device then only, we will proceed with primary.Incase if standby device is stuck or misbehaving, we will not continue with the change, and will try to fix the standby device with vconsole or if needed F5 support will be aligned to fix the issue.Rollback steps:- Define the rollback steps with timestampsNo Rollback HLP (check above reason) |
| | Duration | 01:00 |
| | Criteria | No rollback plan |
| | Decision By | Implementation Engineer |
| | Start Date | 27/02/2024 03:00 |
| Related Items | NLAHM1LBGBLE01, NLEHV1LBGBLE01 | |
| Affected Services | None | |
| Affected CIs | Device Involved: - NLAHM1LBGBLE01 NLEHV1LBGBLE01 | |
| Related Items | | |

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | |
|-----------------|--|---|--|--------------------|--|------------------------|--|-----------------|--|------------------|--|---|--|--|--|--|--|
| ID and summary | | | | | | VZCR00000445289 | | | | | | [BLC]BACKUP[VZCR00000445288]RHOSP13 upgrade to RHOSP16.2 on EHV1-VIM51 servers. | | | | | |
| General | | Priority | | Impact | | Status | | Approval Status | | Create Date | | | | | | | |
| | | Medium | | 3-Moderate/Limited | | Scheduled For Approval | | Pending | | 06/11/2023 08:42 | | | | | | | |
| Responsible | | Arturo Zurita | | OpenStack Telco | | | | | | | | | | | | | |
| Planned Dates | | 27/02/2024 07:00 | | 01/03/2024 21:00 | | | | | | | | | | | | | |
| Planned Outages | | - | | - | | | | | | | | | | | | | |
| Description | | CAB 7/2: As is | | | | | | | | | | | | | | | |
| | | CAB 24/1: Will be rescheduled. | | | | | | | | | | | | | | | |
| | | KA 22/1 Rollback Updated | | | | | | | | | | | | | | | |
| | | EV 22/1 Update Rollback scenario And Rolback duration | | | | | | | | | | | | | | | |
| | | Backup VZCR00000445288 | | | | | | | | | | | | | | | |
| | | - Work description (in non expert language): | | | | | | | | | | | | | | | |
| | | We are upgrading EHV1-VIM51 site RHOSP13 platform to new version RHOSP16.2 that has been tested in VTC. | | | | | | | | | | | | | | | |
| | | Traffic of all applications will be migrated to both the other datacenters, they first will start with the pre-checks and make sure a back-up is in place. | | | | | | | | | | | | | | | |
| | | Please see Runbook attached for more details. | | | | | | | | | | | | | | | |
| | | - Which procedure will be followed(including a high level Work Planning): | | | | | | | | | | | | | | | |
| | | 27/2/2024 | | | | | | | | | | | | | | | |
| | | 07:00 CET : Call SMC | | | | | | | | | | | | | | | |
| | | 07:05 CET : Send Start Email | | | | | | | | | | | | | | | |
| | | 07:10 CET : VMs Down | | | | | | | | | | | | | | | |
| | | 07:50 CET : computes & controllers downs | | | | | | | | | | | | | | | |
| | | 08:30 CET : Start of RHOSP upgrade to 16.2 | | | | | | | | | | | | | | | |
| | | 27/2/2024 | | | | | | | | | | | | | | | |
| | | 07:00 CET: | | | | | | | | | | | | | | | |
| | | Continue FFU 16.2 | | | | | | | | | | | | | | | |
| | | Template migration | | | | | | | | | | | | | | | |
| | | Run overcloud upgrade prepare | | | | | | | | | | | | | | | |
| | | Upgrade run Controlplane | | | | | | | | | | | | | | | |
| | | Upgrade run Compute nodes (in batches) | | | | | | | | | | | | | | | |
| | | 27/2/2024 | | | | | | | | | | | | | | | |
| | | 7:00 CET: | | | | | | | | | | | | | | | |
| | | Continuation of FFU upgrade | | | | | | | | | | | | | | | |
| | | 28/2/2024 | | | | | | | | | | | | | | | |
| | | 7:00 CET: | | | | | | | | | | | | | | | |
| | | Continuation of FFU upgrade and testing | | | | | | | | | | | | | | | |
| | | 29/2/2024 | | | | | | | | | | | | | | | |
| | | 7:00 CET: | | | | | | | | | | | | | | | |
| | | Needed window to continue with the upgrade, fix unexpected issues and run acceptance tests | | | | | | | | | | | | | | | |
| | | 13:00 CET : Server Health Check | | | | | | | | | | | | | | | |
| | | 13:30 CET : Controllers & Computes up | | | | | | | | | | | | | | | |
| | | 14:10 CET : VMs UP | | | | | | | | | | | | | | | |
| | | 14:30 CET : Troubleshooting & Rollback | | | | | | | | | | | | | | | |
| | | 15:55 CET : Call SMC after completion | | | | | | | | | | | | | | | |
| | | 16:00 CET : End Mail | | | | | | | | | | | | | | | |
| | | If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: | | | | | | | | | | | | | | | |
| | | Outside maintenance windows. Traffic will be migrated to both the other datacenters before change, thus no applications running on the servers of EHV1-VIM51. Required to be able to perform all activities on all RHOS VIM52 Servers since the RHOSP upgrade takes several days to complete. | | | | | | | | | | | | | | | |

| | | | |
|-------------------|--|---|--|
| | <p>DEPENDENCY:</p> <p>- are there any preceding changes to which result the implementation of this change is dependent: Yes/No: NO</p> <p> If Yes, which change(s)</p> <p> CHG</p> <p> Change title:</p> <p> change date:</p> | | |
| | <p>PRE CHANGE TESTS in TEST ENVIRONMENT</p> <p>- Procedure checked op VT</p> | | |
| Risk Level | Risk Level 1 | | |
| Risk Assessment | <p>Can this change have more impact than intended? No</p> <p>Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/No/Comments-Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments-yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/No/Comments-yes</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact.</p> <p>Issue: No service impact</p> <p>Mitigation: Needed extended time to complete the upgrade.</p> <p>List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.</p> <p>Issue: No service affecting,</p> <p>Mitigation: n+2 redundancy in the RHOSP sites.</p> | | |
| If Not | Servers remains on old version | | |
| Rollback details | Scenario | Rollback activity:Rollback up to the upgrade of the ControllersWhat will the rollback entail, what will be done in the rollback?Backups will be performed in advance. Rollback up to the upgrade of the Controllers, after that there is no rollback but continue with the upgrade. Rollback steps:Rollback up to the upgrade of the ControllersDefine the rollback steps with timestamps:start-time Start rollback+02:00 End of script+01:00 HealthchecksBackups will be performed in advance. Rollback up to the upgrade of the Controllers, after that there is no rollback but continue with the upgrade. | |
| | Duration | - | |
| | Criteria | Analyse if rollback is needed before the upgrade of the control plane.Backups will be performed for the undercloud and OSP databases. Rollback is possible before upgrading the control plane, we will decide if rollback is needed before upgrading the control plane.Please refer to the runbook (attached) for more details. | |
| | Decision By | Openstack Telco squad | |
| | Start Date | - | |
| Related Items | | | |
| Affected Services | NON-SAF No (VNF/Application) services are affected by this change, because the traffic will be migrated temporary away from AHM to the other 2 sites (AHM & EHV). | | |
| Affected CIs | nlehv1svf03-vhd7 nlehv1svf03-vhd8 nlehv1svf03-vhd9 nlehv1svf03-vhda nlehv1svf03-vhdb nlehv1svf03-vhdc nlehv1svf03-vhdd nlehv1vim51-rc01 nlehv1vim51-rc02 nlehv1vim51-rc03 | | |
| Related Items | | | |

Advanced Change Ticket Report

ID and summary

VZCR00000459422

SPP upgradation of ARN_A and ARN_B cluster nodes Batch_3 [EV]

General

Priority

Impact

Status

Approval Status

Create Date

Medium

3-Moderate/Limited

Scheduled For Review

Pending

16/02/2024 12:20

Responsible

Vigneshwaran S

Cognizant-CaaS-Telco

Planned Dates

27/02/2024 07:30

27/02/2024 18:30

Planned Outages

-

-

Description

- Work description (in non expert language)

We are upgrading SPP(2023.03.1) of remaining nodes of ARN-A and ARN-B servers because all the servers are in lower version old version of 2022-00 which impact low performance of servers.

There is no application running on these servers.

- Which procedure will be followed(including a high level Work Planning):

| Start time | in CET | Description | Action holder |
|------------|--------|--|---------------|
| 07:30 AM | | Report starts of change and Send email to Vodafone SMC | Cognizant |
| 07:35 AM | | Shut down the server through iLO | Cognizant |
| 07:40 PM | | Login to ONEVIEW, Select the respective server profile | Cognizant |
| 08:15 PM | | Click on FIRMWARE and select the SPP and the click OK | Cognizant |
| 04:30 PM | | Buffer time for monitoring the iLO | Cognizant |
| 05:00PM | | Power on the server through iLO | Cognizant |
| 06:00 PM | | Perform the health checks in iLO | Cognizant |
| 06:30 PM | | Report end of change to Vodafone SMC | Cognizant |

If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason:
Yes, Outside maintenance window 27-FEB-2024 (07:30 AM CET to 06:30 PM CET)

DEPENDENCY:

- are there any preceding changes to which result the implementation of this change is dependent: NA

PRE CHANGE TESTS in TEST ENVIRONMENT

- Procedure checked op VTC : Yes Fully tested in VTC environment.

TESTPLAN

- Test plan Available : Yes

- Health check part of the implementation procedure and testplan:

pre-change : Yes Fully tested in VTC environment.(VTC-RFC-4197)

post-change : Yes. Check health status of host.

RISK ASSESSMENT

Any hardware issue occurs, will follow up with HPE team

AFTERCARE

- who will do the baby-sit(name and phone) and when the baby-sit start:

Department: Cognizant-SmartOps Team

Name: Cognizant-SmartOps T

Risk Level

Risk Level 1

Risk Assessment

Can this change have more impact than intended? No

Worst case scenario Same impact as change

1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? : Yes/No/Comments-Yes

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments-yes

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change

Report generated on: 20-02-2024 12:00

C2: Internal use

77/161

Data is from: 19-02-2024 12:06

Advanced Change Ticket Report

window (scenario('s) prepared and resources available)?: Yes/No/Comments-yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

Issue: Any hardware issues occurred after upgrading
Mitigation: Will follow up with HPE for hardware issues
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.
Issue: Any hardware issues occurred after upgrading
Mitigation: Will follow up with HPE for hardware issues

If Not

-

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | If post upgrade, observe the server for additional half an hour. If any errors in iLo/Oneview.Rollback the upgrade, which will take additional half an hour.Any hardware issues occurred after upgrading.06:00 PM Perform the health checks in iLO If we saw any hardwares issues, will raise an HPE case. |
| | Duration | 01:00 |
| | Criteria | Will follow up with HPE for hardware issues |
| | Decision By | Cognizant-CaaS-Telco Team |
| | Start Date | 27/02/2024 17:30 |

Related Items

Affected Services NA, NON-SAF, No applications running on those servers.

Affected CIs
NLARN07SP4RM022
NLARN07SP4RM023
NLARN07SP4RM024
NLARN07SP4RM027
NLARN07SP4RM028

Related Items

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|---|--------------------|--------------------------|--|--|---|--|------------------|--|--------|-------|-------|--------------------------|------------------|--------|-------|-------|--------------------------|---------------|------|-------|-------|---------------------|--------------------|------|-------|-------|---------------|-----------------|------|-------|-------|---------------------|---|------|-------|-------|---------------------|-----------------------|------|-------|--|---|--------------------------------------|------|-------|-------|--------------------------|-----------------|------|-------|-------|--------------------------|--|
| ID and summary | | VZCR00000457343 | | | | Broadworks - Enabling SNMP v3 Southbound interface - part 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General | Priority | Impact | | Status | | Approval Status | | Create Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Medium | 3-Moderate/Limited | | Scheduled For Review | | Pending | | 09/02/2024 16:02 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Responsible | Arnoud van Loo | | OTHER-PPM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planned Dates | 27/02/2024 22:00 | | 28/02/2024 06:00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planned Outages | - | | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Description | <p>- Work description (in non expert language):</p> <p>Currently the Cisco BroadWorks platform exchanges monitoring messages using SNMPv2 which is not secure enough. SNMPv3 introduces user/password and different types of high level cryptographic algorithms. The purpose of the activity is to address the potential security risks by replacing SNMPv2.</p> <p>- Which procedure will be followed(including a high level Work Planning):</p> <table><tr><td>Pre MW</td><td>22:00</td><td>00:00</td><td>All Targetted BW servers</td><td>Add SNMP v3 user</td></tr><tr><td>Pre MW</td><td>22:00</td><td>00:00</td><td>All Targetted BW servers</td><td>snmpd restart</td></tr><tr><td>MW-2</td><td>00:00</td><td>00:05</td><td>NFM OpenNMS servers</td><td>Check NLSPL1ONAS01</td></tr><tr><td>MW-2</td><td>00:05</td><td>00:10</td><td>NLSPL1ONXSP07</td><td>activate SNMPv3</td></tr><tr><td>MW-2</td><td>00:10</td><td>00:15</td><td>NFM OpenNMS servers</td><td>OpenNMS edit NLSPL1ONAS01 configuration</td></tr><tr><td>MW-2</td><td>00:15</td><td>00:20</td><td>NFM OpenNMS servers</td><td>Validate NLSPL1ONAS01</td></tr><tr><td>MW-2</td><td>00:20</td><td></td><td>-</td><td>Go/No-Go for the rest of the servers</td></tr><tr><td>MW-2</td><td>00:20</td><td>00:20</td><td>All Targetted BW servers</td><td>activate SNMPv3</td></tr><tr><td>MW-2</td><td>00:20</td><td>04:00</td><td>All Targetted BW servers</td><td>OpenNMS edit ALL MW2 servers configuration</td></tr></table> <p>In case of rollback:</p> <p>04:00 - 05:00 Restore the original settings on the impacted servers</p> <p>05:00 - 05:30 Verification and testing</p> <p>Hostnames:</p> <p>NLEHV1ONAS01</p> <p>NLSPL1ONAS01</p> <p>EIN01ONASPV001</p> <p>SRK03ONASPV001</p> <p>NLEHV1ONNS01</p> <p>NLSPL1ONNS01</p> <p>NLEHV1ONMS01</p> <p>NLSPL1ONMS01</p> <p>NLEHV1ONMS02</p> <p>NLSPL1ONMS02</p> <p>NLEHV1ONPS01</p> <p>NLSPL1ONPS01</p> <p>NLEHV1ONPS02</p> <p>NLSPL1ONPS02</p> <p>NLEHV1ONPS03</p> <p>NLSPL1ONPS03</p> <p>NLEHV1ONDBS02</p> <p>NLSPL1ONDBS02</p> <p>NLEHV1ONXSP01</p> <p>NLSPL1ONXSP01</p> <p>NLEHV1ONXSP02</p> <p>NLSPL1ONXSP02</p> <p>NLEHV1ONXSP03</p> <p>NLSPL1ONXSP03</p> <p>NLEHV1ONXSP04</p> <p>NLSPL1ONXSP04</p> <p>NLEHV1ONXSP05</p> <p>NLSPL1ONXSP05</p> <p>NLEHV1ONXSP06</p> <p>NLSPL1ONXSP06</p> <p>NLEHV1ONXSP07</p> <p>NLSPL1ONXSP07</p> <p>EIN01ONXSPPV008</p> <p>SRK03ONXSPPV008</p> <p>EIN01ONXSPPV009</p> | | | | | | | | | Pre MW | 22:00 | 00:00 | All Targetted BW servers | Add SNMP v3 user | Pre MW | 22:00 | 00:00 | All Targetted BW servers | snmpd restart | MW-2 | 00:00 | 00:05 | NFM OpenNMS servers | Check NLSPL1ONAS01 | MW-2 | 00:05 | 00:10 | NLSPL1ONXSP07 | activate SNMPv3 | MW-2 | 00:10 | 00:15 | NFM OpenNMS servers | OpenNMS edit NLSPL1ONAS01 configuration | MW-2 | 00:15 | 00:20 | NFM OpenNMS servers | Validate NLSPL1ONAS01 | MW-2 | 00:20 | | - | Go/No-Go for the rest of the servers | MW-2 | 00:20 | 00:20 | All Targetted BW servers | activate SNMPv3 | MW-2 | 00:20 | 04:00 | All Targetted BW servers | OpenNMS edit ALL MW2 servers configuration |
| Pre MW | 22:00 | 00:00 | All Targetted BW servers | Add SNMP v3 user | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre MW | 22:00 | 00:00 | All Targetted BW servers | snmpd restart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-2 | 00:00 | 00:05 | NFM OpenNMS servers | Check NLSPL1ONAS01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-2 | 00:05 | 00:10 | NLSPL1ONXSP07 | activate SNMPv3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-2 | 00:10 | 00:15 | NFM OpenNMS servers | OpenNMS edit NLSPL1ONAS01 configuration | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-2 | 00:15 | 00:20 | NFM OpenNMS servers | Validate NLSPL1ONAS01 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-2 | 00:20 | | - | Go/No-Go for the rest of the servers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-2 | 00:20 | 00:20 | All Targetted BW servers | activate SNMPv3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-2 | 00:20 | 04:00 | All Targetted BW servers | OpenNMS edit ALL MW2 servers configuration | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | |
|-------------------|--|
| | SRK03ONXSPPV009 EIN01ONNFMPV001 SRK03ONNFMPV001 ARN07ONNFMPV001 EIN01ONNDSPV001 SRK03ONNDSPV001 ARN07ONNDSPV001 |
| | <p>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: The preparation activities will be executed between 22:00 and 00:00 CET. To be on the safe side all activities including snmp deamon service reboot will be exeucted after midnight. We aim to use t</p> |
| Risk Level | Risk Level 1 |
| Risk Assessment | <p>Can this change have more impact than intended? No Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact.</p> <p>This is only preparation by installing new software in addition to the current software. New software will be applied in the next change.</p> <p>In case of errors a roll back which puts everything back to the state before the change. (This is also the rollback scenario) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.</p> |
| If Not | <p>N/A</p> <p>SNMPv2 is not in line with most recent security guidance. If change is not executed we keep snmp security on a lower level than desired. Compromising VFZ security regulations.</p> |
| Rollback details | <p>Scenario Rollback activity: In case the change has not the expected result we will reverse the implementation by:1. reconfigure NFM to use snmpv2 on BW nodes2. remove snmpv3 user from traps tables BW nodes</p> <p>Duration 01:30</p> <p>Criteria Alarm events are not registered. Reports cannot be created.</p> <p>Decision By Osman Ozturk / Martin Iozev</p> <p>Start Date 28/02/2024 04:00</p> |
| Related Items | |
| Affected Services | N/A. Change is on the monitoring side of Broadworks Services. |
| Affected CIs | NLEHV1ONAS01 NLSPL1ONAS01 EIN01ONASPV001 SRK03ONASPV001 NLEHV1ONNS01 NLSPL1ONNS01 NLEHV1ONMS01 NLSPL1ONMS01 NLEHV1ONMS02 NLSPL1ONMS02 NLEHV1ONPS01 NLSPL1ONPS01 NLEHV1ONPS02 NLSPL1ONPS02 |

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NLSPL1ONXSP07
EIN01ONXSPPV008
SRK03ONXSPPV008
EIN01ONXSPPV009
SRK03ONXSPPV009
EIN01ONNFMPV001
SRK03ONNFMPV001
ARN07ONNFMPV001
EIN01ONNDSPV001
SRK03ONNDSPV001
ARN07ONNDSPV001

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|----------------------|-----------------|------------------|
| ID and summary | | VZCR00000455351 [ROLLOUT] Adapt Gx realm on CGA PGW for all CGA APNs [PPMUnknown] | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Review | Pending | 28/01/2024 17:52 |
| Responsible | Padmasinha Prakashrao Deshmukh ENN-BLD-DATACONTROL | | | | |
| Planned Dates | 27/02/2024 23:00 | | 28/02/2024 06:00 | | |
| Planned Outages | 28/02/2024 00:00 | | 28/02/2024 01:00 | | |
| Description | PPD 28/1 : Updated final MOP and approval mails will be attached shortly. | | | | |
| | EA, 28/1: VTC testing is not possible to perform RAR test, first a pilot is completed a limited set of APNs (max 5) in both CGA PGWs NLSPL1PGWC03,NLEHV1PGWC04. Now, rollout is planned for all APNs. Note that the changes are SAF since the bearers need to be reset. Performance monitoring will be arranged | | | | |
| | ----- | | | | |
| | - Background | | | | |
| | During migration of PCRF from Boom to NNMi it was noticed that NNMi was being flooded with PCRF alarms “unable to send message to peer, reason: failed to route message to the next hop”. As per investigation these alarm in Data PCRF Signaling Manager, RAR messages from Signaling Manager are not sent to the peer node with the error triggered “unable to find realm ‘epc’”. After further analysis, it is observed that these alarms are caused by CGA PGW due to the fact that CGA PGW is using a different realm (epc.mnc004.mcc204.3gppnetwork.org) for Gx and other Mass market PGWs are using different realm (pgw.epc.mc004.mcc204.3ppnetwork.org). The realm “epc.mnc004.mcc204.3gppnetwork.org” is not been identified by signaling manager and when it tries to send RAR as it is unknown. So, to resolve these alarms in PCRF, we will need to change origin realm as “pgw.epc.mc004.mcc204.3ppnetwork.org” in CGA PGW so that CGA PGW will send this realm to DRA in CCR message and DRA will further send same realm to PCRF , & PCRF is notified about this realm and it will respond back to CGA PGW for RAR message with realm “pgw.epc.mc004.mcc204.3ppnetwork.org”. Pilot change is already implemented in CGA PGWs with limited set APNs (max 10), Now rollout is planned in both CGA PGWs for all APNs. this change requires a reset of the bearer to become into effect, so this change will be SAF. If pilot is successful, then rollout will be done for all APNs in both CGA PGWs. | | | | |
| | - Work description (in non-expert language): | | | | |
| | [ROLLOUT] Adapt Gx realm on CGA PGW for all CGA APNs [PPM | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. Extended risk assessment: 4) List which Incidents can be caused by this change and what is per Incident the Service Impact. Worst case, There can be some issue with diameter traffic since we're changing diameter realm.. This will not have any service impact for the end users. This risk assessment is a realistic representation of the risks of the change being executed. It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in | | | | |

design, test, change interaction and execution despite our efforts in our current and constantly improved processes.

5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

Chance is small as all is tested at VTC. There can be issue with specific Volte paging in case of UE unable to page. On day level, there are around 200 calls only which encounter this failure scenario for AHM cluster. Impact will be only for these calls

In case any problem is observed on node functionality, then the change would be rolled back.
Close contact with FO/SMC via chat

| | | | |
|------------------|--|---|--|
| If Not | Alarm related to RAR message (unable to send message to peer, reason: failed to route message to the next hop) alarm will be in PCRF Data Manager. | | |
| Rollback details | Scenario | If there are any issue with new diameter realm. Change the diameter realm to old values for Gx DAS..Rollback activity: - What will the rollback entail, what will be done in the rollback?The configuration will be changed back to what it was beforeRollback steps:- Define the rollback steps with timestamps04:00 Disable ICR on Standby Nodes. 04:05 Rollback Configuration for Gx Das Gx-Openet, Gx-Data_AOP in both CGA PGWs NLSPL1PGWC03, NLEHV1PGWC0404:10 Block the Active CGA PGW Node04:11 Terminate all bearers on active node CGA PGW NLSPL1PGWC0304:12 Unblock the Active CGA PGW Node04:20 Rollback configuration for 5 APNs to new DAS (Gx-Openet_New_Realm) Block APN (one by one) Align New DAS (Gx-Openet_New_Realm) Unblock APN Check APN stats 04:50 Reload standby CGA PGW NLEHV1PGWC0405:00 Enable ICR on Standby Nodes NLEHV1PGWC0405:10 Post checks – Refer to section 5.3.1 05:30 Cookbook/Change Debrief | |
| | Duration | 02:00 | |
| | Criteria | SITE and Node Alarm | |
| | Decision By | Implementation Engineer | |
| | Start Date | 28/02/2024 04:00 | |

Related Items NLAHM1MME01

Affected Services a) For Rollback the 5 Pilot APNs config to adapt old Gx DAS, expected impact will be 1 min per APN. Subscriber using these APNs will be impacted. They are unable to use data services using respective pilot APNs for 1 min duration.

Below are 5 pilot APNs to be rolled back.
APN1 : mp.vpn2.tnf.nl
APN2 : arriva.nl
APN3 : apn1prometheus.tnf.nl
APN4 : apn.stn.stedin.net
APN5 : vodafone.trimbletl.com

b) Bearers will be reset on CGA PGW node, expected impact be within 1-2 mins as Bearers for CGA customers will be reset during SAF period, which requires blocking of the node: CGA customers will face difficulty to use Data services for 1-2 mins duration.

1. Block node
2. Terminate bearers
3. Unblock node

Affected CIs NLSPL1PGWC03, NLEHV1PGWC04

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000455518 [ROLLOUT] BSC Bulk-Cutovers 2024 - 9B | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Approval | Pending | 29/01/2024 15:28 |
| Responsible | Bert Creemers | | ENN-BLD-ACCESS-BSCRNC | | |
| Planned Dates | 27/02/2024 23:00 | | 28/02/2024 06:00 | | |
| Planned Outages | 28/02/2024 00:00 | | 28/02/2024 05:00 | | |
| Description | CAB 07/02: Pending sitelists. | | | | |
| | 29/01 BertC Sitelist to be added +++++ | | | | |
| | 4/12/2023 BertC Final MOP is attached NOTE: actual Sitelist will be delivered in the Change Debriefing for Babysit and PM-reporting. +++++ | | | | |
| | 25/10 BertC: Now that VFZ has build new GSM BSC\s, site-cutovers are again required to re-arrange the traffic of sites over the network. Site-Cutovers were done frequently in the past. Find here some Change-numbers for reference: VFNLCR000265683 - VFNLCR000278275 - VFNLCR000298297 +++++ | | | | |
| | - Work description (in non expert language): 2G site cutovers. After the Pilots these are the bulk-cutovers that re-arrange between BSC's. We will work in bulks of 10 nodes, when time allows we go for next 10 sites to maximize number of sites in change. In this change also some recently developed tooling will be used, as this automates the manual labor normally required for cutovers. The intention is to cutover more sites in one changewindow. The sites will be cutovered from Source to target BSC as in the below schedule. As stated if time allows more sites will be cutovered. In the debriefing of this Change, the actually cutovered sites and their respective BSC's will be listed. The below planning has been made, it is expected that we will use all change-windows in the week of 11 December. +++++ - which procedure will be followed(including a high level Work Planning): During the morning of the change, the targeted sites will be prepared. Start time Action 23:00 Run health checks / alarm list 00:00 1) Lock first site and change IP address settings 00:05 2) Move transmission 00:10 3) Un-lock site and check if site is On-Air. 00:15 Perform previous steps for the other sites 5:00 Sites should all be | | | | |
| | Risk Level 1 | | | | |
| | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Low number of nodes can be off-air due to linking, or for a low number of nodes the parameters are not optimal.
This results in reduced coverage in a certain area.
Or Capacity on receiving BSC is unexpected higher than foreseen, which means that it is possible that the end user cannot setup a call
Sites being rehomed will not come onair. As sites are cutovered one by one the impact can be only on individual sites.
2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs

BSC performance was tested with pilot sites.
We use small batches to limit impact.
Procedure is tested before and during cutover it will be tested to be successful and if not sites will be rolled back.

If Not

If this change is not executed then new BSC will not be used and old BSC cannot be removed.

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | Rollback Scenario: Roll Back is applicable per site, not for the complete batch, and only in case there is a major fault.- Rollback activity Rollback will be done by cutovering teh site back to its original BSC.- Rollback steps (define the rollback steps with timestamps)05:00 decide to rollback the node05:01 enter the command to cutover to original BSC05:07 Node back on line and UAR- Rollback criteria: Describe the criteria for the rollback specific to the ChangeOnly in case there is a major fault on the site it will be rolled back.Same routine in reverse order. |
| | Duration | 01:00 |
| | Criteria | Decision is site oriented (not on/for a complete bulk) because changes will be performed per 2G site. Problems with getting site operational in target BSC. |
| | Decision By | Decision is made by the Implementation engineer. This name is mentioned under “responsible for change execution” |
| | Start Date | 28/02/2024 05:00 |

Related Items

| | |
|-------------------|---|
| Affected Services | 2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each. |
| Affected CIs | The actual cutovered Sites will be delivered in a list included in the Change Debriefing. |
| Related Items | |

Advanced Change Ticket Report

| | | | | | |
|-----------------|--|--------------------|----------------------|-----------------|------------------|
| ID and summary | VZCR00000456631 Re-configure the SS7 stack of the UPG EIN01UPGPV002 followed by ss7 stack restart &remove the Workaround from SRK STP [PPM609297] | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 06/02/2024 11:27 |
| Responsible | Shashi Ranjan Prasad | | ENN-BLD-DATACONTROL | | |
| Planned Dates | 28/02/2024 00:00 | | 28/02/2024 06:00 | | |
| Planned Outages | - | | - | | |
| Description | <div>- Work description (in non expert language):</div> <div>Here We re-configure the SS7 stack of the UPG nodes(ARN07UPGPV002 & EIN01UPGPV002) in production. Goal is to create a "local AS" for each destination point code with the correct SCTP addresses. For this a new configuration file will be loaded in UPG after which the SS7 stack will be restarted. during this period ss7 links will take restart. Also we have implemented workaround (MTP3 routing for 884-point code in SRK-STP implemented as temporary solution for discard message towards arn07upg) in SRK STP so we have to remove the workaround in 2nd change</div> <div>We will Perform the change in 2 steps</div> <div>Step 1 : re-configure the SS7 stack of the UPG ARN07UPGPV002 followed by ss7 stack restart.</div> <div>Step 2: re-configure the SS7 stack of the UPG EIN01UPGPV002 followed by ss7 stack restart & remove the Workaround from SRK STP.</div> <div>In this change we will perform Step1 "re-configure the SS7 stack of the UPG EIN01UPGPV002 followed by ss7 stack restart & remove the Workaround from SRK STP"</div> <div>00:00 Announce change to SMC/FO 00:00 Pre-check cookbook (site,EMS) 00:20 Pre-HC of all involved Nodes {EIN01UPGPV002 (vUPG), ((NLEHV1STPE01/02 NLAHM1STPE01/02 SRK03STPEPV001/02)(edge STP))} 00:50 take the backup of the original file & copy modified.cim file in EIN01UPGPV002(vUPG) 01:10 start change in EIN01UPGPV002 (vUPG) followed by ss7 stack restart 01:40 Observation Period (check in Edge Node all links towards EIN01UPGPV002 should be UP or if require reset the link from Edge STP) 02:10 Remove the workaround "MTP3 routing for 884-point code in SRK-STP" 02:30 Observation Period & check no "data discard message towards vUPG" via EMS. 03:00 Post-HC All Involved Nodes 03:30 Post-check cookbook (site,EMS) 04:00 Announce for change Closer to SMC/FO 04:10 Send Change Debriefing Report</div> <div>- which procedure will be followed(including a high level Work Planning): - Print current config - Create remove commands (and rollback)</div> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <div>Can this change have more impact than intended? No Worst case scenario Same impact as change</div> <div>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes</div> <div>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</div> <div>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes</div> <div>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</div> | | | | |

Extended risk assessment:

4) List which Incidents can be caused by this change and what is per Incident the Service Impact.

there is no impact on Voice /Data as vUPG is used for synchronize supplementary services between 2G (HLR) and 4G (MTAS/HSS), only during ss7 stack restart SS7 links goes down for 2 to 3 minutes But most likely users will not notice as remote systems will perform retry via redundant vUPG..

This risk assessment is a realistic representation of the risks of the change being executed. It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.

5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

During this change we will do the migration in multiple batches, after each batch the results will be checked. In case it is not ok, we can immediately rollback this batch. The migration scripts will generate output with the results.

If Not Faced some issue of message discard earlier so need to create local AS” for each destination point code.

| | | |
|------------------|-------------|---|
| Rollback details | Scenario | Rollback activity: - What will the rollback entail, what will be done in the rollback?.If we observe any issue with Link or any alarm related to this change in site / Node will Rollback the change.Rollback steps:- Define the rollback steps with timestamps04:00 - Inform to SMC FO for Rollback the changes04:05 add workaround in SRK03STPEPV001/02 "MTP3 routing for 884-point code in SRK-STP"04:10 - copy original.cim file in EIN01UPGPV002(vUPG)04:20 - start change in EIN01UPGPV002 (vUPG) followed by ss7 stack restart04:40 stability check (check the link status in all edge STP & traffic)05:00 - Post-HC All Involved Nodes & Post CookBook |
| | Duration | 01:00 |
| | Criteria | Impact on the synchronization service (CS2MMTEL) , unexpected alarm related to this change.& any alarm observed on site Sigos |
| | Decision By | Implementation Engineer |
| | Start Date | 28/02/2024 04:00 |

Related Items EIN01UPGPV002, NLAHM1STPE01, NLAHM1STPE02, NLEHV1STPE01, NLEHV1STPE02, SRK03STPEPV001, SRK03STPEPV002

Affected Services There synchronization of supplementary services adaptations from 2G to 4G is slightly delayed for subscribers . but this will not be noticed

Affected CIs
EIN01UPGPV002
NLEHV1STPE01
NLEHV1STPE02
NLAHM1STPE01
NLAHM1STPE02
SRK03STPEPV001
SRK03STPEPV002

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|-------------------------|-----------------|------------------|
| ID and summary | | VZCR00000456668 [Backup of VZCR00000452843] [BLC][LAPR][CSB2024] Cognizant quarterly patching Q1- subwindow 2 - Backup Window | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | High | 2-Significant/Large | Scheduled For Approval | Pending | 06/02/2024 13:19 |
| Responsible | Vignesh Ravi | | Cognizant-Ops-PaaS-Unix | | |
| Planned Dates | 28/02/2024 00:00 | | 28/02/2024 06:00 | | |
| Planned Outages | 28/02/2024 00:15 | | 28/02/2024 05:00 | | |
| Description | <div>CAB 7/2: As is =====</div> <div>- Work description (in non expert language): Patching critical applications Subwindow 2 The details of the change time is placed in the scheduling part of this change, and in and de details of the runbook that is added to the attachments, and in the High level work plan. As part of security requirements, production VMs OS will be patched to the latest patchlevel. This will be Windows server 2012R2 & 2016 latest and RH 7.9 and RH 8.4 latest. Object Owners an support teams of respective applications are informed. Object Owners that have agreed with patching will either shut down their applications or migrate application to a standby site. Only VMs that have a Rubrik snapshot in place will be patched. where possible VTC VMs have been patched first. The change is SAF, as is described in the impacted services. - Which procedure will be followed(including a high level Work Planning): Subwindow 2, patching OS Critical systems. Wednesday, 28th February, 00:00 - 06:00 The object owner of the application has a possibility to choose a method of patching. The preferred way of working is either automated or A-B patching. Before patching every machine will be rebooted to do a zero measurement. During patching every machine will be rebooted at least one more time. Runbook: - 23:00 Cognizant contacts SMC that patching will commence. (Change start) - 00:00 Cognizant will communicate to the application teams relevant for subwindow 2 that patching is about the start and they should shut down applications and databases properly. - 00:30 Cognizant starts with automated patching of the VMs marked for automated patching and the first batch of A-B patching - 03:30 - Removal of Sophos, Reboot and Install Macafee On Windows specific hosts. - 05:00 Cognizant will inform object owners and application teams that patching is done for automated patching. Cognizant will inform application teams and the first batch of A-B patching is done</div> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <div>Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. Extended risk assessment: List which Incidents can be caused by this change and what is per Incident the Service Impact. A. VM can not come online after reboot, because changes done on system are not persistent The risk is that the VM will not function after a reboot. Changes on the system that are in-memory but never saved can be lost, change for example the firewall or network-configuration at</div> | | | | |

boot.

B. Application can not work with patched version

List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

A.To mitigate this, we'll try to save all in-memory settings in a temporary file outside the system if possible.

B. The patches that are going to be installed are approved by the application supplier that these changes will not effect the application. If an unexpected incident occurs, the rollback plan will be executed.

If Not

OS Security Patching is required from VFZ security.

Patching will immediately solve all (security) OS-vulnerabilities that are currently detected.

Making the vulnerability reports cleaner and shorter.

Applications that want to be upgraded may not be possible on older releases.

Rollback details

Scenario

A VM will be shut down and the snapshot of the VM will be restored by Cognizant Unix Team.Rollback Change through VCenter Snapshot / Rubrik : Vcenter SnapshotSteps involved in rolling back the change -[VCenter Snapshot] : 1. Login to the AHM Vcenter.2. Search the VM in the search bar.3. Click on Snapshots.4. Click on the available snapshot which was created before the upgrade as a backup.5. Click on revert & confirm to perform the rollback.[Rubrik]1.login to relevant Rubrik cluster2.find correct VM/hostname in inventory3.select appropriate date form which restoration required4.kickoff restore as per requirement(in-place/out-of-place/guest file and folders) and monitor progress until completesRollback duration:For all the mentioned 20mins per VM

Duration

01:00

Criteria

1. The operational system not booting 2. Abnormal CPU, memory and storage usage
3. Application not starting.

Decision By

In case of issues in the OS, Cognizant will make the rollback decision. Always in consultation with LA of the impacted system.

Start Date

28/02/2024 05:00

Related Items

Affected Services

Linux :

4GFemto

AUA

Axiros

CBC

DataPCRF

DOD5

Exabeam

JFROG

Layer7Logstash

MTA

PortingOnDemand

Prometheus Grafana

PSMP

RAFT

SWSWelcome

VoLTEPCRF

vUR

Zenoss

Affected CIs

Linux -

ARN07HMSDBPV001

ARN07HMSFEPV001

NLAHM1AUAPRD01

NLAHM1AUAPRD02

ARN07AXEACAV001

ARN07AXEACPV001

ARN07AXEDBPV001

ARN07AXEPRPV001

NLAHM1CBC01

NLAHM1PCRF05-A1

NLAHM1PCRF05-A2

NLAHM1PCRF05-A3

NLAHM1PCRF05-D1

NLAHM1PCRF05-D2

NLAHM1PCRF05-D3

NLAHM1PCRF05-O4

NLAHM1PCRF05-S1
NLAHM1PCRF05-S2
NLAHM1PCRF05-V4
NLAHM1VLDAP01
EIN01DOGLBPV001
SRK03SVPV002
SRK03SVPV004
SRK03SVPV006
EIN01SVPV002
EIN01SVPV004
EIN01SVPV006
NLSRK03SP1JF001
NLARN07SP1JF001
ARN01ASPV009
SRK03MTAPV001
NLAHM1NPWSP02
NLAHM1NPWSP04
NLEIN1OSPPROP1
NLARN1OSPPROP1
NLSRK1OSPPROP1
NLEIN1OSPGRAP1
NLARN1OSPGRAP1
NLSRK1OSPGRAP1
nlhrl1psmp02
NLAHM1RAFA\$04
NLAHM1RAFDB02
NLAHM1RAFDB03
NLAHM1RAFDB04
NLAHM1RAFDB05
NLAHM1SMSWA01
NLAHM1SMSWDB01
ARN07PCA1PV006
ARN07PCA2PV006
ARN07PCCSPV006
ARN07PCD1PV006
ARN07PCD2PV006
ARN07PCD3PV006
ARN07PCO1PV006
ARN07PCO2PV006
ARN07PCOMPV006
ARN07PCS1PV006
ARN07PCS2PV006
NLEHV1UR02
NLEHV1URPRX01
NLEHV1UR01
SRK03ZCCAPV001
SRK03ZCCAPV002
SRK03ZCCAPV003
SRK03ZCCAPV004
EIN01ZSAPV001
SRK03ZCCMPV001
SRK03ZRPPV001
SRK03ZRPPV002
SRK03ZRPPV003
SRK03ZRPPV004

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000459102 [Fixed] - CRQ000001999813 EOSv1, EOSv2 & Apollo Wave1UpgradePT: CRQ000001999253 |LG-NW|

| General | Priority | Impact | Status | Approval Status | Create Date |
|---------|----------|--------------------|----------------------|-----------------|------------------|
| | High | 3-Moderate/Limited | Scheduled For Review | Pending | 14/02/2024 11:06 |

| | | |
|------------------|---|-------------------|
| Responsible | - | - |
| Planned Dates | 28/02/2024 01:00 | 28/02/2024 06:00 |
| Planned Outages | - | - |
| Description | <p>Work Description:</p> <p>1. High level description of the change: We need to upgrade customers from NL Wave-1 to R5.08 SR181-AX The config on the OMW Config service will be updated on 28/02/2024– 01:00 to 06:00 CET</p> <p>2. Business justification for the change: Upgrade selected Wave-1 customers from the entire NL Full Base to R5.08 SR181-AX</p> <p>3. Provide service impact assessment by answering points 3.1 to 3.9</p> <p>3.1. What infrastructure/component/CI is the change performed on?</p> <p><For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDB, please create CI relationship using “ACTING-CI”> OMW bitbucket NL Prod repo ACS gui</p> <p><Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) ></p> <p>-----</p> <p>Country A: NL Platform: EOSv1/EOSv2/Apollo</p> <p>3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)? <Provide list of services and mention if non-prod (JIT, UAT, ORT) or not live></p> <ul style="list-style-type: none">• CPE bootup• CPE Factory Reset• Linear TV + EPG• VOD purchase• VOD playouts• Replay playouts• Recordings booking• Recordings playout• Text Search• Voice Search• Profile creation <p>User will not be able to use new functionality features released as part of R5.08</p> <p>3.3. Description of expected end service impact:</p> <p><Service outage, Service degradation, loss of redundancy, loss of capacity, no impact. If no impact, provide explanation why> No direct impact, NL Prod Wave-1 customers will be updated to R5.08 SR181-AX within the MW.</p> <p>3.4. Start time, End time and duration of the service impact/degradation. -NA</p> <p>3.5. What will be the end users/customers experience during the impact window? Customer will</p> | |
| Risk Level | Risk Level 5 | |
| Risk Assessment | - LG Responsibility LG Responsibility | |
| If Not | - | |
| Rollback details | Scenario | LG Responsibility |

Advanced Change Ticket Report

| | |
|-------------|-------------------|
| Duration | - |
| Criteria | LG Responsibility |
| Decision By | LG Responsibility |
| Start Date | - |

Related Items

Affected Services -

Affected CIs -

Related Items

Advanced Change Ticket Report

| | | | | | |
|---|-------------------------------|---------------------|------------------------|-----------------|------------------|
| ID and summary VZCR00000448146 [HYBRID][LAPR] VeSBC VOF2.0 QnQ Migration SPL [PPM535327]] | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | High | 2-Significant/Large | Scheduled For Approval | Pending | 05/12/2023 12:56 |
| Responsible | Gagandeep Singh | | ENN-BLD-IPINFR | | |
| Planned Dates | 28/02/2024 23:00 | | 29/02/2024 06:00 | | |
| Planned Outages | 29/02/2024 00:00 | | 29/02/2024 05:00 | | |
| Description | GS01/02: Pending Final MOP | | | | |
| | 31/1: Pending final MOP, LAFB | | | | |
| | ACR Approval attached: | | | | |
| | LAFB Received: | | | | |
| | TSSI TSSi | | | | |
| | Cognizant | | | | |
| | DNOC | | | | |
| | Amdocs | | | | |
| | G2K | | | | |
| | LAFB Missing: | | | | |
| - Work description (in non-expert language): | | | | | |
| This change is part of project QnQ EXTERNAL_ VeSBC VOF2 Migration. | | | | | |
| In this change we are going to migrate the vlans from rubrick rack-mount to ACI environment using dual tag. | | | | | |
| During the change VOF service will be on risk. During the change we will shutdown the current B8 sub-interface 16000-16990 and create new interface and new EVPN. | | | | | |
| After successful configuration failover test also be done by IMS team to verify the traffic. We have dependency on this change VZCR00000455048. | | | | | |
| Nodes | | | | | |
| slr-tr0004-cr103 | | | | | |
| slr-tr0004-cr104 | | | | | |
| NLSPL1APIC01 | | | | | |
| - Which procedure will be followed (including a high level Work Planning with Timestamps): | | | | | |
| 23:00 Start the call | | | | | |
| 23:05 Ask SMC/Core team to proceed with change on GIDS and chat. | | | | | |
| 23:15 prechecks and E2E | | | | | |
| 23:50 Ask to start Precheck LA teams | | | | | |
| 00:00 Start of change | | | | | |
| 00:15 IMS team isolate the vof service. | | | | | |
| 00:25 shutdown the existing BE8 of vof on slr-tr0004-cr103-104. | | | | | |
| 00:30 Add new interface with QinQ [dual-tag] for on slr-tr0004-cr103-104. | | | | | |
| 00:40 Add L2EVPN and L3EVPN configuration with new communities. | | | | | |
| 00:50 enable qinq tunnel and configuration on edge port NLSPL1APIC01. | | | | | |
| 01:05 Do checks for configuration. | | | | | |
| 01:15 BO-IMS De-isolate the service to SLR location | | | | | |
| 01:30 BO-IMS team do testing for working vlans. | | | | | |
| 02:30 wait for stability time | | | | | |
| 02:40 Check with SMC-FO/Core team for alarms regarding VOF services. | | | | | |
| 03:00 do Post LA checks | | | | | |
| 03:15 Check alarm with SMC and FO core. | | | | | |
| 04:00 E2E. | | | | | |
| 04:15 Close Change and send debrief | | | | | |

| | | | |
|-------------------|---|---|--|
| | If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: pre-checks | | |
| | DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: Yes, VZCR00000455048 If Yes, which change(s) Change number:VZCR00000455048 Change title:[LAPR] | | |
| Risk Level | Risk Level 3 | | |
| Risk Assessment | Can this change have more impact than intended? Yes Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/ 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/ Note: a change is a High Risk Change if one or more of these questions is answered with a NO. Extended risk assessment: 4) List which Incidents can be caused by this change and what is per Incident the Service Impact. Actual risk share by BO team. VOF traffic on risk. This risk assessment is a realistic representation of the risks of the change being executed. It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes. 5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. To avoid wrong configurations we will proceed with: - 4 eyes principle - continuously checking on alarms during change - pre and post check validation If Not Project vSBC migration on QnQ will be delayed. | | |
| Rollback details | Scenario | Rollback activity: - What will the rollback entail, what will be done in the rollback?Rollback will be performed in case of any issues/alarms observed on node or SITE-SIGOS/ abnormality in the nodes. In such scenario, the config would be rollback to the original values on routersRollback Steps- Define the rollback steps with timestamps Rollback High Level Plan: 05:00 Start of rollback change. 05:00 isolate the vof service. 05:05 Remove the qnq on edge port. 05:15 shutdown new inteface on router SPL slr-tr0004-cr103-104. 05:20 un-shut the old interface on BE8 on slr-tr0004-cr103-104. 05:20 check the configuration. 05:40 Check with SMC-FO/Core team for alarms regarding VOF service. 05:45 do LA checks 05:50 Check alarm with SMC and FO core. 05:55 E2E. 06:00 Close Change and send debrief | |
| | Duration | 01:00 | |
| | Criteria | FO/SMC report alarms | |
| | Decision By | Implementation Engineer | |
| | Start Date | 29/02/2024 05:00 | |
| Related Items | NLSPL1APIC01, SLR-TR0004-CR103, SLR-TR0004-CR104 | | |
| Affected Services | Impact will be shared by Local Accounts teams. | | |
| Affected CIs | slr-tr0004-cr103 slr-tr0004-cr104 NLSPL1APIC01 | | |
| Related Items | | | |

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|------------------------|-----------------|------------------|
| ID and summary | | VZCR00000455520 [ROLLOUT] BSC Bulk-Cutovers 2024 - 9C | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Approval | Pending | 29/01/2024 15:29 |
| Responsible | Bert Creemers | | ENN-BLD-ACCESS-BSCRNC | | |
| Planned Dates | 28/02/2024 23:00 | | 29/02/2024 06:00 | | |
| Planned Outages | 29/02/2024 00:00 | | 29/02/2024 05:00 | | |
| Description | CAB 07/02: Pending sitelists. | | | | |
| | 29/01 BertC Sitelist to be added +++++ | | | | |
| | 4/12/2023 BertC Final MOP is attached NOTE: actual Sitelist will be delivered in the Change Debriefing for Babysit and PM-reporting. +++++ | | | | |
| | 25/10 BertC: Now that VFZ has build new GSM BSC\s, site-cutovers are again required to re-arrange the traffic of sites over the network. Site-Cutovers were done frequently in the past. Find here some Change-numbers for reference: VFNLCR000265683 - VFNLCR000278275 - VFNLCR000298297 +++++ | | | | |
| | - Work description (in non expert language): 2G site cutovers. After the Pilots these are the bulk-cutovers that re-arrange between BSC's. We will work in bulks of 10 nodes, when time allows we go for next 10 sites to maximize number of sites in change. In this change also some recently developed tooling will be used, as this automates the manual labor normally required for cutovers. The intention is to cutover more sites in one changewindow. The sites will be cutovered from Source to target BSC as in the below schedule. As stated if time allows more sites will be cutovered. In the debriefing of this Change, the actually cutovered sites and their respective BSC's will be listed. The below planning has been made, it is expected that we will use all change-windows in the week of 11 December. +++++ - which procedure will be followed(including a high level Work Planning): During the morning of the change, the targeted sites will be prepared. Start time Action 23:00 Run health checks / alarm list 00:00 1) Lock first site and change IP address settings 00:05 2) Move transmission 00:10 3) Un-lock site and check if site is On-Air. 00:15 Perform previous steps for the other sites 5:00 Sites should all be | | | | |
| | Risk Level 1 | | | | |
| | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | |
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| | | | | | |

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Low number of nodes can be off-air due to linking, or for a low number of nodes the parameters are not optimal.
This results in reduced coverage in a certain area.
Or Capacity on receiving BSC is unexpected higher than foreseen, which means that it is possible that the end user cannot setup a call
Sites being rehomed will not come onair. As sites are cutovered one by one the impact can be only on individual sites.
2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs

BSC performance was tested with pilot sites.
We use small batches to limit impact.
Procedure is tested before and during cutover it will be tested to be successful and if not sites will be rolled back.

If Not

If this change is not executed then new BSC will not be used and old BSC cannot be removed.

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | Rollback Scenario: Roll Back is applicable per site, not for the complete batch, and only in case there is a major fault.- Rollback activity Rollback will be done by cutovering teh site back to its original BSC.- Rollback steps (define the rollback steps with timestamps)05:00 decide to rollback the node05:01 enter the command to cutover to original BSC05:07 Node back on line and UAR- Rollback criteria: Describe the criteria for the rollback specific to the ChangeOnly in case there is a major fault on the site it will be rolled back.Same routine in reverse order. |
| | Duration | 01:00 |
| | Criteria | Decision is site oriented (not on/for a complete bulk) because changes will be performed per 2G site. Problems with getting site operational in target BSC. |
| | Decision By | Decision is made by the Implementation engineer. This name is mentioned under “responsible for change execution” |
| | Start Date | 29/02/2024 05:00 |

Related Items

Affected Services 2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

Affected CIs The actual cutovered Sites will be delivered in a list included in the Change Debriefing.

Related Items

Advanced Change Ticket Report

| | | | | | | | | | | | |
|-------------------|--|--|--|--------------------------|-------------------|------------------------|---|-----------------|--|------------------|--|
| ID and summary | | VZCR00000454750 | | | | | VF-RO Planned Outage Notification (Eurofiber) PA-925324 | | | | |
| General | | Priority | | Impact | | Status | | Approval Status | | Create Date | |
| | | Medium | | 2-Significant/Large | | Scheduled For Approval | | Pending | | 05/02/2024 09:18 | |
| Responsible | | Marilena Raducanu | | | TECH-RO-NOC-BO-TX | | | | | | |
| Planned Dates | | 29/02/2024 00:00 | | | 29/02/2024 06:00 | | | | | | |
| Planned Outages | | 29/02/2024 00:00 | | | 29/02/2024 06:00 | | | | | | |
| Description | | 20240229 PA-925324 ASD1814-ZWAG0001/0001 258172 Vodafone Libertel B.V. PSA | | | | | | | | | |
| | | ===== | | | | | | | | | |
| | | BO TX assessment: | | | | | | | | | |
| | | No risk/Noimpact | | | | | | | | | |
| | | ===== | | | | | | | | | |
| | | - Work description (including a high level Work Planning): | | | | | | | | | |
| | | | | | | | | | | | |
| | | If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason. N/A | | | | | | | | | |
| | | | | | | | | | | | |
| | | DEPENDENCY: | | | | | | | | | |
| | | - are there any preceding changes to which result the implementation of this change is dependent: No | | | | | | | | | |
| | | : | | | | | | | | | |
| | | | | | | | | | | | |
| | | PRE CHANGE TESTS in TEST ENVIRONMENT | | | | | | | | | |
| | | - Procedure checked op VTC : N/A | | | | | | | | | |
| | | | | | | | | | | | |
| | | TESTPLAN | | | | | | | | | |
| | | - Test plan Available : N/A (EF's responsibility) | | | | | | | | | |
| | | | | | | | | | | | |
| | | RISK ASSESSMENT | | | | | | | | | |
| | | See field 'If there is an incident what's its impact? | | | | | | | | | |
| Risk Level | | Risk Level 1 | | | | | | | | | |
| Risk Assessment | | - | | | | | | | | | |
| | | 1. What are the chances that this change might cause a incidents? Small | | | | | | | | | |
| | | 2. What will be the undesirable result when the these incidents occur? All is still redundant and will stay like this until the problem is corrected. | | | | | | | | | |
| | | 3. What measures have been taken on forehand to prevent theses incidents? The Planned Work is well prepared by Eurofiber to reduce the amount of downtime. | | | | | | | | | |
| If Not | | Known at Eurofiber | | | | | | | | | |
| Rollback details | | Scenario | | Connect old fiber | | | | | | | |
| | | Duration | | 02:00 | | | | | | | |
| | | Criteria | | Responsibility Eurofiber | | | | | | | |
| | | Decision By | | Eurofiber | | | | | | | |
| | | Start Date | | 29/02/2024 04:00 | | | | | | | |
| Related Items | | | | | | | | | | | |
| Affected Services | | Voice and data | | | | | | | | | |
| Affected CIs | | ASD1814-ZWAG0001/0001 | | | | | | | | | |
| Related Items | | | | | | | | | | | |

Advanced Change Ticket Report

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|-----------------|---|--|-------------------------|-----------------|------------------|
| ID and summary | | VZCR00000456671 [Backup of VZCR00000452858] [BLC][LAPR][CSB2024] Cognizant quarterly patching Q1- subwindow 4 - Backup Window [EV] | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | High | 2-Significant/Large | Scheduled For Review | Pending | 06/02/2024 13:22 |
| Responsible | Vignesh Ravi | | Cognizant-Ops-PaaS-Unix | | |
| Planned Dates | 29/02/2024 00:00 | | 29/02/2024 06:00 | | |
| Planned Outages | 29/02/2024 00:15 | | 29/02/2024 05:00 | | |
| Description | <p>EV 08/1 change number in attachments are from primary change, must be changed to change this change number (VZCR00000456671)</p> <p>- Work description (in non expert language): Patching critical applications Subwindow 4 The details of the change time is placed in the scheduling part of this change, and in and de details of the runbook that is added to the attachments, and in the High level work plan.</p> <p>As part of security requirements, production VMs OS will be patched to the latest patchlevel. This will be Windows server 2012R2 & 2016 latest and RH 7.9 and RH 8.4 latest. Object Owners an support teams of respective applications are informed. Object Owners that have agreed with patching will either shut down their applications or migrate application to a standby site. Only VMs that have a Rubrik snapshot in place will be patched. where possible VTC VMs have been patched first.</p> <p>The change is SAF, as is described in the impacted services.</p> <p>- Which procedure will be followed(including a high level Work Planning): Subwindow 4, patching OS Critical systems. Thursday, February 29th, 00:00 - 06:00</p> <p>The object owner of the application has a possibility to choose a method of patching. The preferred way of working is A-B patching. Before patching every machine will be rebooted to do a zero measurement. During patching every machine will be rebooted at least one more time.</p> <p>Runbook: - 23:00 Cognizant contacts SMC that patching will commence. (Change start) - 00:00 Cognizant will communicate to the application teams relevant for subwindow 4 that patching is about the start and they should shut down applications and databases properly.</p> <p>- 00:30 Cognizant starts with automated patching of the VMs marked for automated patching and the first batch of A-B patching</p> <p>- 05:00 Cognizant will inform object owners and application teams that patching is done for the second batch of A-B patching is done.</p> <p>- 06:00 change finished.</p> <p>The activities of the change who is doing what is divided as</p> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <p>Can this change have more impact than intended? No Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact. A. VM can not come online after reboot, because changes done on system are not persistent</p> | | | | |

The risk is that the VM will not function after a reboot.
Changes on the system that are in-memory but never saved can be lost, change for example the firewall or network-configuration at boot.

B. Application can not work with patched version
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

A.To mitigate this, we'll try to save all in-memory settings in a temporary file outside the system if possible.
B. The patches that are going to be installed are approved by the application supplier that these changes will not effect the application. If an unexpected incident occurs, the rollback plan will be executed.

If Not
OS Security Patching is required from VFZ security.
Patching will immediately solve all (security) OS-vulnerabilities that are currently detected.
Making the vulnerability reports cleaner and shorter.
Applications that want to be upgraded may not be possible on older releases.

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | A VM will be shut down and the snapshot of the VM will be restored by Cognizant Unix Team.Rollback Change through VCenter Snapshot / Rubrik : Vcenter SnapshotSteps involved in rolling back the change -[VCenter Snapshot] : 1. Login to the AHM Vcenter.2. Search the VM in the search bar.3. Click on Snapshots.4. Click on the available snapshot which was created before the upgrade as a backup.5. Click on revert & confirm to perform the rollback.[Rubrik]1.login to relevant Rubrik cluster2.find correct VM/hostname in inventory3.select appropriate date form which restoration required4.kickoff restore as per requirement(in-place/out-of-place/guest file and folders) and monitor progress until completesRollback duration:For all the mentioned 20mins per VM |
| | Duration | 01:00 |
| | Criteria | 1. The operational system not booting 2. Abnormal CPU, memory and storage usage 3. Application not starting. |
| | Decision By | In case of issues in the OS, Cognizant will make the rollback decision. Always in consultation with LA of the impacted system. |
| | Start Date | 29/02/2024 05:00 |

Related Items

| | |
|-------------------|--|
| Affected Services | Linux- |
| | AUA Axiros CAAS Automation Server CBC DataPCRF DOD5 Layer7Logstash Mosa MTA NaaS NDH OracleSDM PUAM SCROneNet SMSWelcome VoLTEPCRF vUR |
| | Windows |
| | AHCONDB OSST RSD domain NFV Domain PUAM |

Affected CIs

| | |
|--|--|
| | Linux - |
| | NLAHM1AUAPRD03 NLAHM1AUAPRD04 EIN01AXEACPV001 EIN01AXEDBPV001 EIN01AXEPRPV001 NLSRK03SP1GL001 |

NLARN07SP1GL001
NLEHV1CBC01
SRK03PCA1PV005
SRK03PCA2PV005
SRK03PCA3PV005
SRK03PCD1PV005
SRK03PCD2PV005
SRK03PCD3PV005
SRK03PCOMPV005
SRK03PCS1PV005
SRK03PCS2PV005
SRK03PCVNPV005
NLEHV1VLDA01
SRK03DOGLBPV001
NLAHM1DIDRA01
NLAHM1DIDRA02
ARN01ASPV010
ARN07MOSAPV012
EIN01MTAPV001
EIN01DOJENPV001
EIN01DOTOSPV003
SRK03DOJENPV001
EIN01NDHAPPV001
EIN01NDHLBPV001
EIN01NDHMNPV001
ARN07NNCPV001
ARN07NNCPV002
ARN07NNCPV003
ARN07SP3AS005
EIN01ONSCRPV001
NLEHV1SMSWA01
NLEHV1SMSWDB01
SRK03PCA1PV006
SRK03PCA2PV006
SRK03PCCSPV006
SRK03PCD1PV006
SRK03PCD2PV006
SRK03PCD3PV006
SRK03PCO1PV006
SRK03PCO2PV006
SRK03PCOMPV006
SRK03PCS1PV006
SRK03PCS2PV006
NLSPL1UR02
NLSPL1URPRX01
NLSPL1UR01

Windows :

ARN07ASPV005
OCPAPPV001
OCPAPPV002
OCPDBPV001
OCPPRPV002
OCPWBPV001
NLVIR1OCDBCM01
NLEHV1OCDTH01
NLEHV1OCAPP01
NLEHV1OCCU01
NLEHV1OCDBBI01
NLEHV1OCDBHP01
NLEHV1OCDBST01
ARN07OCPAPPV001
EIN01OCPAPAV003
NLAHM1OCAPP01
NLAHM1SVF01-AD3
NLEHV1SVF01-AD4

Advanced Change Ticket Report

NLEHV1SVF01-AD1
NLAHM1SVF01-AD1
NLSPL1PIM01-AD2
NLARN07SP3AS003
nlhrl1psm02
nlhrl1cpmas02

Related Items

Advanced Change Ticket Report

| | | | | | | | | | | |
|-------------------|--|-------------------|---|--------------------|--------|------------------------|-----------------|---------|-------------|------------------|
| ID and summary | | VZCR00000457163 | C-MSA platform 1.0.65 Infrastructure releasePT: CRQ000001996002 | | | | | | | |
| General | Priority | Medium | Impact | 3-Moderate/Limited | Status | Scheduled For Approval | Approval Status | Pending | Create Date | 08/02/2024 10:38 |
| Responsible | Eric Venema | | Change Management | | | | | | | |
| Planned Dates | 29/02/2024 00:00 | | 29/02/2024 04:00 | | | | | | | |
| Planned Outages | - | | - | | | | | | | |
| Description | <div><div>1. High level description of the change: <The high level description is expected to be brief but comprehensive > For C-MSA platform 1.0.65 Infrastructure release major updates will be to optimize node rotation job as well as to deal with a bug on the same job. We will also migrate to a new solution for streaming RDS logs into the platform which will allow us to decommission existing solution in the following sprints, which is not supported anymore. Automation of Clean up Cybersecurity data for customers will be done, providing stakeholders easier and less error prone way of cleaning up.</div><div>2. Business justification for the change: <Why do we need this change? How does this improve the end user/customer experience? If related to a project, please add project name> The main goal of the release is to update C-MSA infrastructure to deliver functionality developed in scope of Sprint 23.3 This is a back-up change. Primary change reference is CRQ000001995624</div><div>3. Provide service impact assessment by answering points 3.1 to 3.9</div><div>3.1. What infrastructure/component/CI is the change performed on? <For all IT hostnames and FW/LB, create relationship with the CIs. If CI cannot be found in CMDB, please create CI relationship using "ACTING-CI"> C-MSA, all components Not available in CMDB. Hence creating the relationship with ACTNG CI. <Please provide below the breakup of the services per country and do not provide the requested details in an attachment (so repeat 3.2 to 3.9 per country - only if different per country, otherwise mention that the impact for all countries is the same) > ----- Country A: 3.2. What end user/customer services are involved by the impacted CI from 3.1 (irrespective of the impact to these services during the change activity)? <Provide list of services and mention if non-prod (JIT, UAT, ORT) or not live> The Connect App, Connect Cloud, Connect Care and Con</div></div> | | | | | | | | | |
| Risk Level | Risk Level 2 | | | | | | | | | |
| Risk Assessment | - LG Responsibility LG Responsibility | | | | | | | | | |
| If Not | See notes | | | | | | | | | |
| Rollback details | Scenario | LG Responsibility | | | | | | | | |
| | Duration | 00:20 | | | | | | | | |
| | Criteria | LG Responsibility | | | | | | | | |
| | Decision By | LG Responsibility | | | | | | | | |
| | Start Date | 29/02/2024 03:10 | | | | | | | | |
| Related Items | CONNECT | | | | | | | | | |
| Affected Services | - | | | | | | | | | |
| Affected CIs | C-MSA, | | | | | | | | | |
| Related Items | | | | | | | | | | |

Advanced Change Ticket Report

| | | | | | |
|---|--|--------------------|----------------------|-----------------|------------------|
| ID and summary VZCR00000459032 [F-IT] Decom CR Feb24 1 Storage GN | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 14/02/2024 09:04 |
| Responsible | Ron Bovee Technology IT | | | | |
| Planned Dates | 29/02/2024 08:00 22/03/2024 17:00 | | | | |
| Planned Outages | - | | | | |
| Description | <div>- Work description (in non expert language): Tech decom storage in DC GN</div> <div>- Which procedure will be followed(including a high level Work Planning): Decommissioning procedures Storage see attachment</div> <div>- Related to Decom CR Feb24 1 Storage GN VZCR0000045903</div> <div>Start Tech Decom after firebreak 2 wd: 29-Feb-2024</div> <div>SIGN OFF</div> <div>- Positive quality Check by Technology Operations Backoffice (SMC/DNOC):No Not needed in decommissioning</div> <div>- Impact assessment and reason why it needs to be done now: Yes, part of DC Consolidation and approvals from business / operations</div> <div>- Timestamp of approval and written approval of the engineering manager/TLT: Yes, approval are available in mail.</div> <div>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Decommissioning has several steps without impact on running infra.</div> <div>DEPENDENCY:</div> <div>- are there any preceding changes to which result the implementation of this change is dependent: No</div> <div>If Yes, which change(s)</div> <div>CHG</div> <div>Change title:</div> <div>change date:</div> <div>PRE CHANGE TESTS in TEST ENVIRONMENT</div> <div>- Procedure checked op VTC : N/A due to firebreak procedure</div> <div>TESTPLAN</div> <div>- Test plan Available : N/A for decommissioning</div> <div>- Health check part of the implementation procedure and testplan:</div> <div>pre-change: N/A for decommissioning</div> <div>post-change: Yes, during unracking checks on shutdown is done before powerdown.</div> <div>RISK ASSESSMENT</div> <div>N.a</div> <div>AFTERCARE</div> <div>- who will do the baby-sit(name and phone) and when the baby-sit start: N.a.</div> <div>Department:</div> <div>Name:</div> <div>Phone Number:</div> <div>Mobile:</div> <div>- what activities the baby-sit will perform: N.a.</div> <div>- Performance monitoring "Day after" and who will do this (name and phone) : N/A for decommissioning</div> <div>Department:</div> <div>Name:</div> <div>Phone Number:</div> <div>Mobile:</div> | | | | |

| | | |
|-------------------|--|------------------|
| | LOCAL ACCOUNT | |
| | - If applicable, add to which parties LA r | |
| Risk Level | Risk Level 1 | |
| Risk Assessment | <p>Can this change have more impact than intended? No Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes due to firebreak period</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes during firebreak</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact. List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.</p> | |
| If Not | - | |
| Rollback details | Scenario | Enable NIC |
| | Duration | 01:00 |
| | Criteria | Beeped by user |
| | Decision By | Executer |
| | Start Date | 29/02/2024 10:00 |
| Related Items | OTHER-IT | |
| Affected Services | - | |
| Affected CIs | GN-STBHUSVM-02 | |
| Related Items | | |

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|---|-----------------------|-----------------|------------------|
| ID and summary | | VZCR00000455535TG-data preparation for BSC Bulk Site Cutovers | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 29/01/2024 15:47 |
| Responsible | Bert Creemers | | ENN-BLD-ACCESS-BSCRNC | | |
| Planned Dates | 29/02/2024 13:00 | | 29/02/2024 17:00 | | |
| Planned Outages | - | | - | | |
| Description | +++++ | | | | |
| | <p>- Work description (in non expert language):</p> <p>New BSC's have been deployed in the VFZ network. Some old BSC's are being decommissioned.</p> <p>To adapt to this new situation a lot of Bulk Site Cutovers are done in nightly SAF changewindows (every week 4 changes in 2024).</p> <p>In order to optimize the efficiency of these changes we will make preparations during the day for the non-SAF parts of the activity.</p> <p>Preparation on target BSC with TG data for cutovers can be prepared already during the day. This is a non-SAF activity.</p> <p>Also, after a Cutover has been done on a BSC during the nightly Chnagewindo, the following day the obsolete TG-data can be removed.</p> <p>The TG-data contains all the necessary information for a specific site, but without any site or cell linked or related to it, so we can already configure TG-data on the BSC's beforehand and clean them up afterwards.</p> <p>Effectively the link-relation with the cell data will be made (or released) during the cutovers in the nightly SAF Changewindow.</p> <p>By performing this non-SAF change preparation during the day, we will be able to increase the amount of sites that we can effectively cutover during the nightly Changewindow.</p> <p>This is needed to increase efficiency in the process of BSC site cutovers and minimize the amount of nightly changewindows required.</p> | | | | |
| | +++++ | | | | |
| | <p>- which procedure will be followed(including a high level Work Planning):</p> <p>the activity is fairly simple:</p> <p>00:00 * take the Bulk Cutover Plan</p> <p>00:03 * define the TG-Data for the sites of a specific BSC</p> <p>00:05 * configure the TG-data sets</p> <p>00:10 * do this for every next BSC in the Bulk Cutover Plan</p> <p>Preparation on target BSC with TG data for cutovers can be prepared already during the day. This is a non-SAF activity.</p> <p>Also, after a Cutover has been done on a BSC during the nightly Chnagewindo, the following day the obsolete TG-da</p> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <p>Can this change have more impact than intended? No</p> <p>Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact.</p> <p>Preparation on target BSC with TG data for cutovers can be prepared already during the day. This is a non-SAF activity.</p> <p>The TG-data contains all the necessary information for a specific site, but without any site or cell linked or related to it, so we can already configure TG-data on the BSC's beforehand.</p> <p>Effectively the link-relation with the cell data will be made during the cutovers in the nightly SAF Changewindow.</p> <p>By performing this non-SAF change preparation during the day, we will be able to increase the amount of sites that we can effectively cutover during the nightly Changewindow.</p> <p>This is needed to increase efficiency in the process of BSC site cutovers and minimize the amount of nightly changewindows required.</p> <p>This risk assessment is a realistic representation of the risks of the change being executed.</p> | | | | |

It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.

5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs

TG-data preconfiguration is currently already part of the Bulk Cutover activity and has been done already a big number of times. It has been proven to be NON-SAF.

If Not If this change is not executed then new BSC will not be used and old BSC cannot be removed.

| | | |
|-------------------------|--------------------|--|
| Rollback details | Scenario | Rollback Scenario: Roll Back is applicable per site, not for the complete batch, and only in case there is a major fault.- Rollback activity Rollback will be done by removing the pre-configured TG-data sets.- Rollback steps (define the rollback steps with timestamps)1600: define TG data to be removed per BSC1605: remove TG data1610: go to next BSC and repeat.- Rollback criteria: Describe the criteria for the rollback specific to the ChangeOnly in case there is a major fault on the site it will be rolled back. |
| | Duration | 01:00 |
| | Criteria | any strange situations or deviations in output during TG data pre-configuration. |
| | Decision By | Decision is made by the Implementation engineer. This name is mentioned under “responsible for change execution” |
| | Start Date | 29/02/2024 16:00 |

Related Items

Affected Services No impact on sites or BSC.

Affected CIs The BSC's that are part of the Bulk Cutover plan.
Multiple BSC's can be required to be pre-configured for new TG-data.

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000454713 [IT] [VCI] CRQ000030818258 | PULS | VF-NL-IRONCLOUD IMAGE | CTMPC | 2024-02 [BATCH 2]

| General | Priority | Impact | Status | Approval Status | Create Date |
|---------|----------|--------------------|------------------------|-----------------|------------------|
| | Low | 3-Moderate/Limited | Scheduled For Approval | Pending | 02/02/2024 08:57 |

Responsible Dianne Keulen Change Management

Planned Dates 29/02/2024 19:00 29/02/2024 23:35

Planned Outages - -

Description BUSINESS JUSTIFICATION
(Reason behind the decision to plan the activity during the Business Hours (From 8 a.m to 8 p.m, local time)
The Patching itself needs to be finished before the automated reboot in the night will start.
The standard nightly reboot took place between 00:00 & 05:00 at random schedule.

During the patching no service outage happens and the users are not affected by the activity.

- Work description (in non expert language): PULS | VF-NL-IRONCLOUD IMAGE | CTMPC | 2024-02 [BATCH 2]

- Which procedure will be followed(including a high level Work Planning):

*IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time]
(=GMT | =CET -1hr | =BST - 1hr | =CEST - 2hrs | =Delhi -5.5hrs)

do 29-02-24 18:00 "START
Update Work Detail of CRQ in and inform stakeholders. If GSD support is required then please contact the GSD by phone (+49 211 9598 5700).
Set CRQ into status Implementation in Progress."
do 29-02-24 18:10 Activate maintenance mode to avoid false alarms. (This task can be removed if not applicable).
do 29-02-24 18:10 "INSTALL latest MICROSOFT patches/bundles and security products on

BATCH 2 SERVER
REBOOT and perform Sanity Checks

Sent Email to DL-GDC-DCOPS-CSO-CITRIX-TSSC@vodafone.com for additional Sanity Checks"
do 29-02-24 19:10 Perform Sanity Checks from Citrix side
do 29-02-24 20:10 CHECKPOINT GO-NO GO
do 29-02-24 20:30 GO
do 29-02-24 20:50 "Update CRQ (Post Implementation Review) and inform stakeholders.
Set CRQ into status Completed."
do 29-02-24 20:50 "De-activate maintenance mode
(This task can be removed if not applicable)."
do 29-02-24 21:50 "Hypercare activity only on Top Services: Change implementer / implementer teams have to be reachable
at least 60 minutes after

Risk Level Risk Level 1

Risk Assessment -
1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

Advanced Change Ticket Report

| | | |
|---------------------|--|--------------------|
| | VCI Responsibility | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | |
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 02:05 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 29/02/2024 21:30 |
| Related Items | | |
| Affected Services - | | |
| Affected CIs | VZIMG19020VW | |
| | VZCTX19020VW | |
| | VZIMG19004VW | |
| | VZCTX19004VW | |
| | VZIMG19008VW | |
| | VZCTX19008VW | |
| | VZIMG19002VW | |
| | VZCTX19002VW | |
| | VZIMG19016VW | |
| | VZCTX19016VW | |
| | VZIMG19018VW | |
| | VZCTX19018VW | |
| | VZIMG43002VW | |
| | VZCTX43026VW | |
| | VZCTX43027VW | |
| | VZCTX43028VW | |
| | VZCTX43029VW | |
| | VZCTX43030VW | |
| | VZCTX43031VW | |
| | VZCTX43032VW | |
| | VZCTX43033VW | |
| | VZIMG43003VW | |
| | VZCTX43057VW | |
| | VZCTX43058VW | |
| | VZCTX43059VW | |
| | VZCTX43060VW | |
| | VZCTX43061VW | |
| | VZIMG43004VW | |
| | VZCTX43072VW | |
| | VZCTX43073VW | |
| | VZIMG43010VW | |
| | VZCTX43196VW | |
| | VZCTX43197VW | |
| | VZCTX43198VW | |
| | VZCTX43199VW | |
| | VZCTX43200VW | |
| | VZCTX43201VW | |

Advanced Change Ticket Report

| | | | | | |
|-----------------|--|---|----------------------|-----------------|------------------|
| ID and summary | | VZCR00000457344 [IT] AIC Upgrade from 7.3.7 to 7.3.11 | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 09/02/2024 16:03 |
| Responsible | Arvind Duggal | | IT 2nd Line - Avaya | | |
| Planned Dates | 29/02/2024 20:00 | | 01/03/2024 05:00 | | |
| Planned Outages | - | | - | | |
| Description | <div><div>- Work description (in non expert language): AIC Upgrade from 7.3.7 to 7.3.11</div><div>- Which procedure will be followed(including a high level Work Planning): 20:00 remove javaappbridge from ic manager 20:30 stop IC services 20:40 backup config files 20:50 install new software ic core servers (cvlansrv.exe, pdb, tsqs) 21:40 install software admin pc 22:00 configure ic 7.3.11 23:00 Database migration 23:45 Testing</div><div>Fallback - if upgrade fails - restore Vmware snapshot.</div></div> <div><div>SIGN OFF</div><div>- Positive quality Check by Technology Operations Backoffice (SMC/DNOC):Yes - Impact assessment and reason why it needs to be done now: Yes - Timestamp of approval and written approval of the engineering manager/TLT: Yes</div><div>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: COPS, Saves and Sales, stops at 20:00, they are the main users of this application. due to massive upgrade we need to start early than 23:00</div></div> <div><div>DEPENDENCY:</div><div>- are there any preceding changes to which result the implementation of this change is dependent: Yes/No If Yes, which change(s) CHG Change title: change date:</div></div> <div><div>PRE CHANGE TESTS in TEST ENVIRONMENT</div><div>- Procedure checked op VTC : Yes</div></div> <div><div>TESTPLAN</div><div>- Test plan Available : Yes - Health check part of the implementation procedure and testplan: pre-change: Yes post-change: Yes</div></div> <div><div>RISK ASSESSMENT</div><div>See field 'If there is an incident what's its impact?'</div></div> <div><div>AFTERCARE</div><div>- who will do the baby-sit(name and phone) and when the baby-sit start: Department: Avaya and SMC Backoffice Avaya team Name: Bryan Jansen/ Arvind Duggal</div></div> | | | | |

Advanced Change Ticket Report

Phone Number: 0887171564
Mobile: 0618500794

- what activities the baby-sit will perform:

- Performance monitoring "Day after" and who will do this (name and phone) : Yes/No (reason)/N/A (reason)
Department: Avaya and SMC Backof

Risk Level Risk Level 1

Risk Assessment Can this change have more impact than intended? No
Worst case scenario Same impact as change

1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? : YES

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: YES

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? :
YES

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
NONE

List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not Than we don't have support from Avaya, this version is end of support.
and vulnerable for attacks

Rollback details

Scenario Rollback activity: What will the rollback entail, what will be done in the rollback? Fallback - if upgrade fails - restore Vmware snapshot. Rollback steps: Define the rollback steps with timestamps01:00 Fallback - if upgrade fails - restore Vmware snapshot.01:10 Check open alarms / incidents. make test calls 02:00 End change. sign off SMC

Duration 00:30

Criteria if there is a problem with the new system and it doesn't work

Decision By Avaya (Bryan Jansen)

Start Date 01/03/2024 01:00

Related Items

Affected Services

cpd1-aic-core-1 172.16.40.32
cpd1-aic-core-2 172.16.40.33
cpd1-aic-core-3 172.16.40.34
cpd1-aic-core-4 172.16.40.35
cpd1-aic-icmgr 172.16.40.36
cpd1-aic-web 172.16.40.37
cpd1-aic-sdk-1 172.16.40.38
cpd1-aic-sdk-2 172.16.40.39
cpd1-aic-sdk-3 172.16.40.40
cpd1-aic-sdk-4 172.16.40.41
cpd1-aic-sdk-5 172.16.40.42

cpd2-aic-core-1 172.31.232.32
cpd2-aic-core-2 172.31.232.33
cpd2-aic-core-3 172.31.232.34
cpd2-aic-core-4 172.31.232.35
cpd2-aic-icmgr 172.31.232.36
cpd2-aic-web 172.31.232.37
cpd2-aic-sdk-1 172.31.232.38
cpd2-aic-sdk-2 172.31.232.39
cpd2-aic-sdk-3 172.31.232.40
cpd2-aic-sdk-4 172.31.232.41

Advanced Change Ticket Report

| | | |
|---------------|----------------|---------------|
| | cpd2-aic-sdk-5 | 172.31.232.42 |
| Affected CIs | AIC | |
| Related Items | | |

Advanced Change Ticket Report

| | | | | | |
|---|--|---------------------|------------------------|-----------------|------------------|
| ID and summary VZCR00000449504 [LAPR]VeSBC VOF2.0 QnQ Migration EHV [PPM535327] | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | High | 2-Significant/Large | Scheduled For Approval | Pending | 11/12/2023 07:48 |
| Responsible | Biswanath Biswas | | ENN-BLD-IPINFR | | |
| Planned Dates | 29/02/2024 23:00 | | 01/03/2024 06:00 | | |
| Planned Outages | 01/03/2024 00:00 | | 01/03/2024 05:00 | | |
| Description | <p>RP(25-1)Rescheduled to 29-2/1-3</p> <p>CAB 24/1: Pending LAFB.</p> <p>RP(17-1) No collision with blocking BSS change (since vEPC change is non SAF)</p> <p>CAB 17/1: Pending LAFB.</p> <p>Biswanath 15/01/2024: Feedback from BO IMS is pending. Reminder mail sent. Biswanath 11/01/2023: test policy matrix filled</p> <p>Biswanath Biswas: 11/01/2024: LA feedback mail sent on 11/12/2023. Cognizant NFVi team provide LA feedback. Same pest in remedy waiting for other team's feedback.. Remainder mail sent for LA feedback. MOP preparation ongoing . I will upload approve MOP soon. Same type of change VZCR00000439766 already implemented at SLR router successfully on 16/17 Sep 2023. So its already tested at live network.</p> <p>- Work description (in non-expert language):</p> <p>This change is part of project QnQ EXTERNAL_ VeSBC VOF2 Migration.</p> <p>In this change we are going to migrate the vlans from rubrick rack-mount to ACI environment using dual tag.</p> <p>During the change VOF service will be on risk.</p> <p>Nodes TNF-C9910-EHV-001 TNF-C9910-EHV-002 NLEHV1APIC01</p> <p>- Which procedure will be followed (including a high level Work Planning with Timestamps): 23:00 Start the call 23:05 Ask SMC/Core team to proceed with change on GIDS and chat. 23:15 prechecks and E2E 23:50 Ask to start Precheck LA teams 00:00 Start of change 00:15 IMS team isolate the vof service. 00:25 shutdown the existing BE8 of vof on TNF-C9910-EHV-001/002. 00:30 Add new interface with QinQ [dual-tag] for on TNF-C9910-EHV-001/002. 00:40 Add L2EVPN and L3EVPN configuration with new communities. 00:50 enable qinq configuration on edge port NLEHV1APIC01. 01:05 Do checks for configuration. 01:15 BO-IMS De-isolate the service to EHV location 01:30 BO-IMS team do testing for working vlans. 02:30 wait for stability time 02:40 Check with SMC-FO/Core team for alarms regarding VOF services. 03:00 do Post LA checks 03:15 Check alarm with SMC and FO core. 04:00 E2E. 04:15 Close Change and send debrief</p> <p>If the change is (partly)requested outside the M</p> | | | | |

Advanced Change Ticket Report

| | | | |
|---|---|---|--|
| Risk Level | Risk Level 3 | | |
| Risk Assessment | Can this change have more impact than intended? Yes | | |
| | Worst case scenario Same impact as change | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/ | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/ | | |
| Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | |
| Extended risk assessment: | | | |
| 4) List which Incidents can be caused by this change and what is per Incident the Service Impact. | | | |
| Actual risk share by BO team. Route refresh will happen. | | | |
| VOF traffic on risk | | | |
| This risk assessment is a realistic representation of the risks of the change being executed. | | | |
| It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes. | | | |
| 5) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | | |
| To avoid wrong configurations we will proceed with: | | | |
| - 4 eyes principle | | | |
| - continuously checking on alarms during change | | | |
| - pre and post check validation | | | |
| If Not | Project vSBC migration on QnQ will be delayed. | | |
| Rollback details | Scenario | Rollback activity: - What will the rollback entail, what will be done in the rollback?Rollback will be performed in case of any issues/alarms observed on node or SITE-SIGOS/ abnormality in the nodes. In such scenario, the config would be rollback to the original values on routersRollback Steps- Define the rollback steps with timestamps Rollback High Level Plan: 05:00 Start of rollback change. 05:00 isolate the vof service. 05:05 Remove the qnq on edge port. 05:15 shutdown new inteface on router SPL slr-tr0004-cr103-104. 05:20 un-shut the old interface on BE8 on slr-tr0004-cr103-104. 05:20 check the configuration. 05:40 Check with SMC-FO/Core team for alarms regarding VOF service. 05:45 do LA checks 05:50 Check alarm with SMC and FO core. 05:55 E2E. 06:00 Close Change and send debrief | |
| | Duration | 01:00 | |
| | Criteria | FO/SMC report alarms | |
| | Decision By | Implementation Engineer | |
| | Start Date | 01/03/2024 05:00 | |
| Related Items | | | |
| Affected Services | Impact will be shared by LAFB | | |
| VOF traffic will be impacted. | | | |
| Affected CIs | TNF-C9910-EHV-001 | | |
| | TNF-C9910-EHV-002 | | |
| NLEHV1APIC01 | | | |
| Related Items | | | |

Advanced Change Ticket Report

ID and summary VZCR00000454802 [IT] Upgrade CM / 7.1.3.8 => 10.1.3.1

| General | Priority | Impact | Status | Approval Status | Create Date |
|---------|----------|--------------------|----------------------|-----------------|------------------|
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 24/01/2024 10:09 |

Responsible Arvind Duggal IT 2nd Line - Avaya

Planned Dates 29/02/2024 23:00 01/03/2024 05:00

Planned Outages 01/03/2024 01:00 01/03/2024 01:15

Description

- Work description (in non expert language):
Upgrade CM / 7.1.3.8 => 10.1.3.1 / 2 servers and Upgrade AMS / 7.8.0.446 => 10.1 / 4 servers
service interrupting, all telephony will be down for 15 minutes / ESS in cpd2 can be done earlier in office hours /

- Which procedure will be followed(including a high level Work Planning):

| Task Description | Comments | Start Time | End Time |
|----------------------------------|--|------------|----------|
| AMS 4 x Create Vmware Snapshot | - | | |
| Install 10.1 load on ASM1 & ASM3 | Put ASM1 & ASM3 in Maintenance mode (lock) and install new load (2 step upgrade) | 11:00 PM | 11:30 PM |
| Check ASM functionality | Put ASM1 & ASM3 in Accept all Calls (unlock) and check status in CM and GUI | 11:30 PM | 11:45 PM |
| Install 10.1 load on ASM2 & ASM4 | Put ASM2 & ASM4 in Maintenance mode (lock) and install new load (2 step upgrade) | 11:45 PM | 12:15 AM |
| Check ASM functionality | Put ASM2 & ASM4 in Accept all Calls (unlock) and check status in CM and GUI | 12:15 AM | 12:30 AM |
| Check ASM functionality | ASM status, CM + license + announcements (testplan VFZ) | 12:30 AM | 1:00 AM |
| Done | | 1:00 AM | |

Task Description Comments Start Time End Time

Install 2 x CM server (Duplex) from OVAInstall and patch new CM load 10.1.3.1 and migrate database, in isolated Vlan (no impact on production traffic) -

Move new CM servers to production network -- ALL TELEPHONY SERVICE WILL GO DOWN -- (power DOWN old CM R7, change CM R10 to production network on Vmware, out of isolated VLAN) 11:00 PM 11:30 PM

Check CM functionality CM status, license + announcements + call routing(testplan VFZ) 11:30 PM 12:30 AM

Done 1:00 AM

Fallback - move CM R10 back to isolated VLAN and power on old CM servers

SIGN OFF

- Positive quality Check by Technology Operations Backoffice (SMC/DNOC):Yes

- Impact assessment and reason why it needs to be done now: Yes

- Timestamp of approval and written approval of the engineering manager/TLT: Yes

If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason:

DEPENDENCY:

- are t

Risk Level Risk Level 3

Risk Assessment

Can this change have more impact than intended? Yes

Worst case scenario Same impact as change

1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/No/Comments

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/No/Comments

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

Advanced Change Ticket Report

| | | |
|-------------------|--|--|
| | List which Incidents can be caused by this change and what is per Incident the Service Impact. List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | |
| If Not | Than we don't have support from Avaya, this version is end of support. and vulnerable for attacks | |
| Rollback details | Scenario | Rollback activity: What will the rollback entail, what will be done in the rollback? Rollback steps: Define the rollback steps with timestamps |
| | Duration | 00:10 |
| | Criteria | if there is a problem with the new system and it doesn't work |
| | Decision By | Avaya (Jan Guijt) |
| | Start Date | 01/03/2024 02:00 |
| Related Items | | |
| Affected Services | Avaya CM | |
| Affected CIs | Avaya CM | |
| Related Items | | |

Advanced Change Ticket Report

| | | | | | |
|--|---|---------------------|-----------------------|-----------------|------------------|
| ID and summary VZCR00000455521 [ROLLOUT] BSC Bulk-Cutovers 2024 - 9D | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Review | Pending | 29/01/2024 15:30 |
| Responsible | Bert Creemers | | ENN-BLD-ACCESS-BSCRNC | | |
| Planned Dates | 29/02/2024 23:00 | | 01/03/2024 06:00 | | |
| Planned Outages | 01/03/2024 00:00 | | 01/03/2024 05:00 | | |
| Description | <div>29/01 BertC Sitelist to be added +++++</div> <div>4/12/2023 BertC Final MOP is attached NOTE: actual Sitelist will be delivered in the Change Debriefing for Babysit and PM-reporting. +++++</div> <div>25/10 BertC: Now that VFZ has build new GSM BSC\s, site-cutovers are again required to re-arrange the traffic of sites over the network. Site-Cutovers were done frequently in the past. Find here some Change-numbers for reference: VFNLCR000265683 - VFNLCR000278275 - VFNLCR000298297 +++++</div> <div>- Work description (in non expert language): 2G site cutovers. After the Pilots these are the bulk-cutovers that re-arrange between BSC's. We will work in bulks of 10 nodes, when time allows we go for next 10 sites to maximize number of sites in change. In this change also some recently developed tooling will be used, as this automates the manual labor normally required for cutovers. The intention is to cutover more sites in one changewindow. The sites will be cutovered from Source to target BSC as in the below schedule. As stated if time allows more sites will be cutovered. In the debriefing of this Change, the actually cutovered sites and their respective BSC's will be listed. The below planning has been made, it is expected that we will use all change-windows in the week of 11 December. +++++ - which procedure will be followed(including a high level Work Planning): During the morning of the change, the targeted sites will be prepared. Start time Action 23:00 Run health checks / alarm list 00:00 1) Lock first site and change IP address settings 00:05 2) Move transmission 00:10 3) Un-lock site and check if site is On-Air. 00:15 Perform previous steps for the other sites 5:00 Sites should all be moved to target BSC and be On-</div> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <div>Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. Extended risk assessment: List which Incidents can be caused by this change and what is per Incident the Service Impact.</div> | | | | |

Low number of nodes can be off-air due to linking, or for a low number of nodes the parameters are not optimal.
This results in reduced coverage in a certain area.
Or Capacity on receiving BSC is unexpected higher than foreseen, which means that it is possible that the end user cannot setup a call
Sites being rehomed will not come onair. As sites are cutovered one by one the impact can be only on individual sites.
2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each.

This risk assessment is a realistic representation of the risks of the change being executed.
It is not incorporating unknown bugs and/or redundancy issues in the systems being changed nor does it include human mistakes in design, test, change interaction and execution despite our efforts in our current and constantly improved processes.
5) List per Incident how the probability on such incident is minimized and if there is a scenario in place to solve such Incident if it occurs

BSC perfomance was tested with pilot sites.
We use small batches to limit impact.
Procedure is tested before and during cutover it will be tested to be successful and if not sites will be rolled back.
If this change is not executed then new BSC will not be used and old BSC cannot be removed.

If Not

| | | |
|------------------|-------------|--|
| Rollback details | Scenario | Rollback Scenario: Roll Back is applicable per site, not for the complete batch, and only in case there is a major fault.- Rollback activity Rollback will be done by cutovering teh site back to its original BSC.- Rollback steps (define the rollback steps with timestamps)05:00 decide to rollback the node05:01 enter the command to cutover to original BSC05:07 Node back on line and UAR- Rollback criteria: Describe the criteria for the rollback specific to the ChangeOnly in case there is a major fault on the site it will be rolled back.Same routine in reverse order. |
| | Duration | 01:00 |
| | Criteria | Decision is site oriented (not on/for a complete bulk) because changes will be performed per 2G site. Problems with getting site operational in target BSC. |
| | Decision By | Decision is made by the Implementation engineer. This name is mentioned under “responsible for change execution” |
| | Start Date | 01/03/2024 05:00 |

Related Items

| | |
|-------------------|---|
| Affected Services | 2G voice and data. Reduced coverage in the cutover area. Sites will be cutovered one at a time. Sites will be down 5-10 minutes each. |
| Affected CIs | The actual cutovered Sites will be delivered in a list included in the Change Debriefing. |
| Related Items | |

ID and summary VZCR00000456384 [IT] AES - Upgrade Aura Application Enablement Server (AES) to R10.1

| | | |
|---------------------------------------|-------------------------|---------|
| Report generated on: 20-02-2024 12:00 | C2: Internal use | 118/161 |
| Data is from: 19-02-2024 12:06 | | |

Advanced Change Ticket Report

Mobile: 0655395508

| | | |
|--|---|--|
| | - what activities the b | |
| Risk Level | Risk Level 1 | |
| Risk Assessment | Can this change have more impact than intended? No | |
| | Worst case scenario Same impact as change | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/No/Comments | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/No/Comments | |
| Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | |
| Extended risk assessment: | | |
| List which Incidents can be caused by this change and what is per Incident the Service Impact. | | |
| List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | |
| If Not | Than we don't have support from Avaya, this version is end of support. and vulnerable for attacks | |
| Rollback details | Scenario | Rollback activity: What will the rollback entail, what will be done in the rollback? Fallback - move AES R10 back to isolated VLAN and power on old AES servers Rollback steps: Define the rollback steps with timestamps01:00 Fallback - move AES R10 back to isolated VLAN and power on old AES servers01:10 Check open alarms / incidents. make test calls 02:00 End change. sign off SMC |
| | Duration | 00:15 |
| | Criteria | if there is a problem with the new system and it doesn't work |
| | Decision By | Avaya (Jan Guijt) |
| | Start Date | 01/03/2024 01:00 |
| Related Items | | |
| Affected Services | CPD1-AES-1 | |
| | CPD1-AES-2 | |
| | CPD1-AES-4 | |
| | CPD1-AES-5 | |
| | | |
| Affected CIs | CPD2-AES-1 | |
| | CPD2-AES-2 | |
| | CPD2-AES-3 | |
| | CPD2-AES-4 | |
| | Avaya-AES | |
| Related Items | | |

Advanced Change Ticket Report

| | | | | | |
|-----------------|--|---------------------|-------------------------|-----------------|------------------|
| ID and summary | VZCR00000456673 [Backup of VZCR00000452868] [BLC][LAPR][CSB2024] [EV] Cognizant quarterly patching Q1- subwindow 6 - Backup Window | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | High | 2-Significant/Large | Scheduled For Review | Pending | 06/02/2024 13:24 |
| Responsible | Vignesh Ravi | | Cognizant-Ops-PaaS-Unix | | |
| Planned Dates | 01/03/2024 00:00 | | 01/03/2024 06:00 | | |
| Planned Outages | 01/03/2024 00:15 | | 01/03/2024 05:00 | | |
| Description | EV 08/1 change number in attachments are from primary change, must be changed to change this change number (VZCR00000456673) | | | | |
| | [BLC][LAPR][CSB2024] Cognizant quarterly patching Q1- subwindow 6 | | | | |
| | ----- | | | | |
| | <p>- Work description (in non expert language): Patching critical applications Subwindow 6 The details of the change time is placed in the scheduling part of this change, and in and de details of the runbook that is added to the attachments, and in the High level work plan.</p> <p>As part of security requirements, production VMs OS will be patched to the latest patchlevel. This will be Windows server 2012R2 & 2016 latest and RH 7.9 and RH 8.4 latest. Object Owners an support teams of respective applications are informed. Object Owners that have agreed with patching will either shut down their applications or migrate application to a standby site. Only VMs that have a Rubrik snapshot in place will be patched. where possible VTC VMs have been patched first.</p> <p>The change is SAF, as is described in the impacted services.</p> <p>- Which procedure will be followed(including a high level Work Planning): Subwindow 6, patching OS Critical systems. Friday, March 1st, 00:00 - 06:00</p> <p>The object owner of the application has a possibility to choose a method of patching. The preferred way of working is A-B patching. Before patching every machine will be rebooted to do a zero measurement. During patching every machine will be rebooted at least one more time.</p> <p>Runbook: - 23:00 Cognizant contacts SMC that patching will commence. (Change start) - 00:00 Cognizant will communicate to the application teams relevant for subwindow 4 that patching is about the start and they should shut down applications and databases properly.</p> <p>- 00:30 Cognizant starts with automated patching of the VMs marked for automated patching and the first batch of A-B patching - 05:00 Cognizant will inform object owners and application teams that patching is do</p> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <p>Can this change have more impact than intended? No Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact. A. VM can not come online after reboot, because changes done on system are not persistent</p> <p>The risk is that the VM will not function after a reboot.</p> | | | | |

| | | | |
|-------------------|--|--|--|
| | Changes on the system that are in-memory but never saved can be lost, change for example the firewall or network-configuration at boot. | | |
| | B. Application can not work with patched version | | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | |
| | A.To mitigate this, we'll try to save all in-memory settings in a temporary file outside the system if possible. | | |
| | B. The patches that are going to be installed are approved by the application supplier that these changes will not effect the application. If an unexpected incident occurs, the rollback plan will be executed. | | |
| If Not | OS Security Patching is required from VFZ security. | | |
| | Patching will immediately solve all (security) OS-vulnerabilities that are currently detected. | | |
| | Making the vulnerability reports cleaner and shorter. | | |
| | Applications that want to be upgraded may not be possible on older releases. | | |
| Rollback details | Scenario | A VM will be shut down and the snapshot of the VM will be restored by Cognizant Unix Team.Rollback Change through VCenter Snapshot / Rubrik : Vcenter SnapshotSteps involved in rolling back the change -[VCenter Snapshot] : 1. Login to the AHM Vcenter.2. Search the VM in the search bar.3. Click on Snapshots.4. Click on the available snapshot which was created before the upgrade as a backup.5. Click on revert & confirm to perform the rollback.[Rubrik]1.login to relevant Rubrik cluster2.find correct VM/hostname in inventory3.select appropriate date form which restoration required4.kickoff restore as per requirement(in-place/out-of-place/guest file and folders) and monitor progress until completesRollback duration:For all the mentioned 20mins per VM | |
| | Duration | 01:00 | |
| | Criteria | 1. The operational system not booting 2. Abnormal CPU, memory and storage usage 3. Application not starting. | |
| | Decision By | In case of issues in the OS, Cognizant will make the rollback decision. Always in consultation with LA of the impacted system. | |
| | Start Date | 01/03/2024 05:00 | |
| Related Items | | | |
| Affected Services | AHCONDB CBC DataPCRF ENIQ VoLTEPCRF PAAS Redhat Satellite PUAM vUR CaaS Management 2021 MSc Virtualization in VTC 2023 Broadhop CPS Replacement DualIMSI IPA Satellite CDSB Phase-out intermediate proxy 1.0 (L7-proxy) Eagleeye (P1NLEED) ilionx k8s Heavy Worker (NDH) NGSA | | |
| Affected CIs | Linux - EIN01GIGAISP01 EIN01AAAPIPV001 EIN01AAAPIPV002 ARN07AAAPIPV001 ARN07AAAPIPV002 EIN01AARDBPV001 EIN01AASTPV001 EIN01AAMONV001 EIN01AAMONV002 ARN07AAMONV001 ARN07AAMONV002 EIN01AAAPV001 EIN01AAAPV002 ARN07AAAPV001 ARN07AAAPV002 EIN01AADBPV001 EIN01AADBPV002 ARN07AADBPV001 | | |

ARN07AADBVPV002
ARN07ASPV003
NLEIN01SP1TS002
NLEIN01SP1TS003
NLEIN01SP1TS004
NLEIN01SP1TS005
NLEIN01SP1TS006
NLEIN01SP1TS007
NLEIN01SP1TS008
NLEIN01SP1GIT001
NLEIN01SP1TS009
NLSRK03SP1TS001
NLARN07SP1TS003
nlein01sp1jf001
nlahm1cbc01
NLEHV1PCRF05-A1
NLEHV1PCRF05-A2
NLEHV1PCRF05-A3
NLEHV1PCRF05-D1
NLEHV1PCRF05-D2
NLEHV1PCRF05-D3
NLEHV1PCRF05-O4
NLEHV1PCRF05-S1
NLEHV1PCRF05-S2
NLEHV1PCRF05-V4
NLEHV1DIDRA01
NLEHV1DIDRA02
NLEHV1DMGMT01
NLEHV1DMGMT02
ARN07ENIQPV002
EIN01SMIPAPV001
EIN01SMIPAPV002
ARN07SMIPAPV003
ARN07SMIPAPV004
SRK03SMIPAPV005
SRK03SMIPAPV006
NLEHV1NGH01RUS1
EIN01PCA1PV006
EIN01PCA2PV006
EIN01PCCSPV006
EIN01PCD1PV006
EIN01PCD2PV006
EIN01PCD3PV006
EIN01PCO1PV006
EIN01PCO2PV006
EIN01PCOMPV006
EIN01PCS1PV006
EIN01PCS2PV006
NLAHM1UR02
NLAHM1URPRX01
NLAHM1UR01
ARN07DNOCPV001
NLAHM1APSRV12
NLAHM1APSRV13
EIN01OSSPH001
NLEHV1NGH01-RM02
NLVIR1NGH01RM1
ein01ndhkwpv010
ein01ndhkwpv011
ein01ndhkwpv012
ein01ndhkwpv013
SRK03NGSAPV003
SRK03NGSAPV004
SRK03NGSAPV005
SRK03NGSAPV006
SRK03NGSAPV007

Related Items

Advanced Change Ticket Report

| | | | | | |
|---|---|---------------------|----------------------------|--|------------------|
| ID and summary | | VZCR00000454722 | [IT] [VCI] CRQ000030818185 | PULS VF-NL-ONECRQ WMPC 2024-02 [BATCH 7] | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 2-Significant/Large | Scheduled For Approval | Pending | 02/02/2024 09:52 |
| Responsible | Dianne Keulen | | Change Management | | |
| Planned Dates | 02/03/2024 20:55 | | 03/03/2024 05:25 | | |
| Planned Outages | 02/03/2024 21:00 | | 03/03/2024 05:00 | | |
| Description | - Work description (in non expert language): PULS VF-NL-ONECRQ WMPC 2024-02 [BATCH 7] | | | | |
| - Which procedure will be followed(including a high level Work Planning): | | | | | |
| ===== | | | | | |
| *IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time] | | | | | |
| (=GMT =CET -1hr =BST - 1hr =CEST - 2hrs =Delhi -5.5hrs) | | | | | |
| ===== | | | | | |
| za 02-03-24 19:55 START BATCH 7 | | | | | |
| za 02-03-24 19:55 15 mins before start: Call GSD & put in Maintanance mode, email this plan | | | | | |
| za 02-03-24 20:00 "1) Sanity reboot | | | | | |
| 2) Install latest WINDOWS OS patches / Install latest kernel (Linux, Solaris, HPUX & AIX) | | | | | |
| 3) Install latest HPtool/VMwareTool | | | | | |
| 4) Install or update security relevant tools | | | | | |
| 5) Reboot | | | | | |
| 6) Sanity OS checks | | | | | |
| on all Server of this Batch" | | | | | |
| zo 03-03-24 04:00 CHECKPOINT GO-NO GO BATCH 7 | | | | | |
| zo 03-03-24 04:10 GO BATCH 7 | | | | | |
| zo 03-03-24 04:10 Call and Email GSD and start the monitoring | | | | | |
| zo 03-03-24 04:25 END GO BATCH 7 | | | | | |
| NO GO - REGRESSION PLAN/ROLL BACK | | | | | |
| zo 03-03-24 04:10 "Each batch is indepentend and in case of failure just the affected server will be rolled back. Same rollback plan will be applied for each batch if it is needed. | | | | | |
| Scenario 1 -- 1)If server goes down, need to reboot server from ILO (if physical, and not able to restart via ILO, will raise priority INC with DC Management team to restart server physically) or via VCenter (If Virtual); | | | | | |
| 2)If there is any issues with regards to OS or application behaviour, uninstall the recently installed patches one by one till issue get resolved and boot the OS at normal mode as before activity. | | | | | |
| " | | | | | |
| zo 03-03-24 04:10 "Each batch is indepentend and in case of failure just the affected server will be rolled back. Same rollback plan will be applied for each batch if it is needed. | | | | | |
| Scenario 2 -- In case of OS/application crash and fail to come up then restore server from last available backup. " | | | | | |
| zo 03-03 | | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | - | | | | |
| 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | | | | |
| 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | | | | |
| 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes | | | | | |
| Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | | |
| Extended risk assessment: | | | | | |

Advanced Change Ticket Report

| | | |
|-------------------|--|--------------------|
| | List which Incidents can be caused by this change and what is per Incident the Service Impact. | |
| | VCI Responsibility | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | |
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 00:15 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 03/03/2024 05:10 |
| Related Items | | |
| Affected Services | NL-BI-REPORT BO WEB PROD | |
| | NL-ENN TOOLING-PROD | |
| | NL-BI-CAMPAIGN BUNDLEADVICE PROD | |
| | NL-ENN TOOLING-PROD | |
| | NL-ENN TOOLING-PROD | |
| Affected CIs | NL0218YW | |
| | NL0403YW | |
| | NL0494YW | |
| | NLEWD1DW | |
| | NLTLTD1DW | |
| Related Items | NLTLTD2DW | |

Advanced Change Ticket Report

| | | | | | | | |
|-----------------|---|--------------------|----------------------|-----------------|------------------|------------------------------|--|
| ID and summary | | VZCR00000444115 | | | | [IT] [BLC] BSS 24.02 release | |
| General | Priority | Impact | Status | Approval Status | Create Date | | |
| | High | 3-Moderate/Limited | Scheduled For Review | Pending | 19/10/2023 14:03 | | |
| Responsible | Frans Nelemans | | Technology IT | | | | |
| Planned Dates | 03/03/2024 18:00 | | 04/03/2024 07:00 | | | | |
| Planned Outages | - | | - | | | | |
| Description | EV 12/2 change is updated EV 09/2 change is not complete IT Release mgt / Bhagyashri Bhise BSS 24.02 -NOTE: input will be updated 3 weeks before the planned go-live- Work description (in non expert language): Sunday /Monday 3/4 March, 2024 17:30 Kick-off 18:00 Start deployment (deployment, bounce Unify) 02:30 Technical sanity BAU & BRIGHT 06:00: Inform all deployment completed Final check point (Go/No-Go) at 06:00 am. Scope: BAU-changes: ADT-1882 ADT-1989 ADT-2026 AMAB-919 AMO-922 AMO-1152 IT4C-2296 IT4C-3373 MC-5 MOB-217 O2C-3345 PJT-670 PJT-671 PJT-696 PJT-1277 PJT-1342 VZI-438 See JIRA for details: https://vodafoneziggonl.atlassian.net/jira/dashboards/12467 - Implementation plan: high level planning above (attached plan has more detail) - deployment plan attached DEPENDENCY: - are there any preceding changes to which result the implementation of this change is dependent: NO PRE CHANGE TESTS in TEST ENVIRONMENT NA TESTPLAN | | | | | | |

- Test plan Available : Yes
- Changes to be tested SIT OK and UAT OK.
- Standard technical sanity will be run by Amdocs, as per usual with BSS release.

- Health check part of the implementation procedure and testplan:
 - pre-change: Yes
 - post-change: Yes

RISK ASSESSMENT

Guidance BSS releases and attendance operations during BSS releases

Operations attendance

- SMC-FO is joining the BSS release kick-off call during deployment night (on Sunday around 5pm or Saturday around 17pm in case of a swap release)
- EMO and SMC-BO who are on call will join the Go / No-Go meeting during deployment night (on Monday morning at 5am or Sunday morning at 5am in case of a swap release) when:
 - o >1 medium ticket and >3 low tickets
- In case needed EMO will reach out to HEMO

Guidance BSS release

- In case of critical / high incidents which cannot be resolved before start of business day a roll back will be performed of the BSS release
- Medium / Low tickets will be assessed during the “go / no-go call”

Risk Level Risk Level 1

Risk Assessment Can this change have more impact than intended? No
Worst case scenario Same impact as change
1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/No/Comments

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/No/Comments

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not

| | |
|------------------|---|
| Rollback details | <div>Scenario</div> <div>In a BSS-deployment plan there is a full rolling BSS bounce (full swap release) or a BSS bounce (swap++ release)If the technical upgrade is not correct, a roll back is possible before the start of the bounce but in the most cases not preferable (not delivering a release versus re-deployment or fix).In case the “technical” sanity results in a major defect a joint decision (VZ-RM – Business representative – EMO – Amdocs management) has to be taken considering the expected lead time of fixing the defect versus the lead time of the BSS roll back.In any way a roll back decision of a BSS-release during the technical sanity will result in service affecting (SAF) impact.So in the CAB -request and the CAB-meeting it should be mentioned that the risk of a SAF-impacting roll back should be accepted by the CAB.</div> |
| | <div>Duration</div> <div>07:00</div> |
| | <div>Criteria</div> <div>In a BSS-deployment plan there is a full rolling BSS bounce (full swap release) or a BSS bounce (swap++ release)If the technical upgrade is not correct, a roll back is possible before the start of the bounce but in the most cases not preferable (not delivering a release versus re-deployment or fix).In case the “technical” sanity results in a major defect a joint decision (VZ-RM – Business representative – EMO – Amdocs management) has to be taken considering the expected lead time of fixing the defect versus the lead time of the BSS roll back.In any way a roll back decision of a BSS-release during the technical sanity will result in service affecting (SAF) impact.So in the CAB -request and the CAB-meeting it should be mentioned that the risk of a SAF-impacting roll back should be accepted by the CAB.</div> |
| | <div>Decision By</div> <div>In a BSS-deployment plan there is a full rolling BSS bounce (full swap release) or a BSS bounce (swap++ release)If the technical upgrade is not correct, a roll back is possible before the start of the bounce but in the most cases not preferable (not delivering a release versus re-deployment or fix).In case the “technical” sanity results in a</div> |

Advanced Change Ticket Report

major defect a joint decision (VZ-RM – Business representative – EMO – Amdocs management) has to be taken considering the expected lead time of fixing the defect versus the lead time of the BSS roll back.In any way a roll back decision of a BSS-release during the technical sanity will result in service affecting (SAF) impact.So in the CAB -request and the CAB-meeting it should be mentioned that the risk of a SAF-impacting roll back should be accepted by the CAB.

Start Date04/03/2024 05:00

Related Items

Affected Services -

Affected CIsBSS

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000456073 [IT] [VCI] CRQ000030818156 | PULS | VF-NL-STANDALONE-IRONCLOUD | CTMPC | 2024-02 [BATCH 3]

General Priority Impact Status Approval Status Create Date
Low 3-Moderate/Limited Scheduled For Approval Pending 01/02/2024 16:13

Responsible Dianne Keulen Change Management

Planned Dates 04/03/2024 22:00 05/03/2024 07:30

Planned Outages -

Description - Work description (in non expert language): PULS | VF-NL-STANDALONE-IRONCLOUD | CTMPC | 2024-02 [BATCH 3]

- Which procedure will be followed(including a high level Work Planning):

=====
*IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time]
(=GMT | =CET -1hr | =BST - 1hr | =CEST - 2hrs | =Delhi -5.5hrs)
=====

ma 04-03-24 21:00 "START
Update Work Detail of CRQ in and inform stakeholders. If GSD support is required then please contact the GSD by phone (+49 211 9598 5700).
Set CRQ into status Implementation in Progress."
ma 04-03-24 21:10 Activate maintenance mode to avoid false alarms. (This task can be removed if not applicable).
ma 04-03-24 21:40 "INSTALL latest MICROSOFT patches/bundles and security products on
BATCH 3 SERVER
REBOOT and perform Sanity Checks
Sent Email to DL-GDC-DCOPS-CSO-CITRIX-TSSC@vodafone.com for additional Sanity Checks"
di 05-03-24 03:40 Perform Sanity Checks from Citrix side
di 05-03-24 04:40 CHECKPOINT GO-NO GO
di 05-03-24 05:00 GO
di 05-03-24 05:20 "Update CRQ (Post Implementation Review) and inform stakeholders.
Set CRQ into status Completed."
di 05-03-24 05:30 "De-activate maintenance mode
(This task can be removed if not applicable)."
di 05-03-24 05:40 "Hypercare activity only on Top Services: Change implementer / implementer teams have to be reachable
at least 60 minutes after END GO activity in case of P1 / P2 issues and be prepared to start with needed activities.
In case of escalation application team should call [implementer team / OPS support team <on call number>] see in contact list
below."
di 05-03-24 05:55 END GO ACTIVITY

NO GO - REGRESSION PLAN/ROLL BACK

di 05-03-24 05:00 "Scenario 1 -- 1)If server goes down, need to reboot server from ILO (if physical, and not able to restart via ILO, will raise priority INC with DC Management te

Risk Level Risk Level 1

Risk Assessment -

- 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes
- 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes
- 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

Advanced Change Ticket Report

| | | |
|-------------------|--|--------------------|
| | VCI Responsibility | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | |
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 01:35 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 05/03/2024 06:00 |
| Related Items | | |
| Affected Services | - | |
| Affected CIs | VZADM43001VW | |
| | VZCLC10001VW | |
| | VZCLC19001VW | |
| | VZCLC1V001VW | |
| | VZDBS43001VW | |
| | VZDDC10001VW | |
| | VZDDC43002VW | |
| | VZDHC10001VW | |
| | VZDHC43002VW | |
| | VZDIR10001VW | |
| | VZDIR43002VW | |
| | VZMONRSH2VW | |
| | VZREC10001VW | |
| | VZREC43001VW | |
| | VZSTF10001VW | |
| | VZSTF43002VW | |
| | VZTPL10001VW | |
| | VZTPL43001VW | |
| | VZWEM10001VW | |
| | VZWEM43002VW | |
| Related Items | | |

| | | | |
|-------------------|---|---|--|
| | PRE CHANGE TESTS in TEST ENVIRONMENT | | |
| | - Procedure checked op VTC : Yes/ | | |
| | TESTPLAN | | |
| | - Test plan Available : Yes | | |
| | - Health check part of the implementation procedure and testplan: | | |
| | pre-change: Yes | | |
| | post-change: Yes | | |
| Risk Level | Risk Level 1 | | |
| Risk Assessment | Can this change have more impact than intended? No | | |
| | Worst case scenario Same impact as change | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? : Yes | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? : Yes | | |
| | Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | |
| | Extended risk assessment: | | |
| | List which Incidents can be caused by this change and what is per Incident the Service Impact. | | |
| | List of incidents caused by this change is low as the other 2 locations SRK and EHV will handle the traffic. | | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | |
| | List of incidents caused by this change is low as the other 2 locations SRK and EHV will handle the traffic. | | |
| If Not | RHOS upgrade will not proceed. | | |
| Rollback details | Scenario | Rollback activity: What will the rollback entail, what will be done in the rollback? We will de-isolate the ARN MBBs, switchover back to ARN EPDG, ARN CP and ARN UPs, enable back the ICRs, de-isolate ARN MME and migrate back the subscribers. Rollback steps: Define the rollback steps with timestamps02:00 De-isolate AHM MME 03:00 de-isolate AHM MBBs04:00 switchover icr srk03pgwcpv002 to ARN07PGWCPV001 then enable the icr switchover icr srk03pgwupv002 to ARN07PGWUPV001 then enable the icr switchover icr EIN01PGWUPV004 to ARN07PGWUPV003 then enable the icr enable the icr between ARN07PGWUPV004 and srk03pgwupv003 enable the icr between ARN07PGWUPV002 and EIN01PGWUPV001 enable the icr between ARN07PGWCPV002 and EIN01PGWCPV00105:00 switchover icr NLSPL1EPDG02 to NLAHM1EPDG01 then enable the icr enable the icr between NLAHM1EPDG02 and NLEHV1EPDG03 | |
| | Duration | 03:00 | |
| | Criteria | Site alarms, node alarms | |
| | Decision By | change implementer | |
| | Start Date | 05/03/2024 02:00 | |
| Related Items | | | |
| Affected Services | ARN data and IMS traffic might be affected/disturbed when isolating the ARN MBBs and MME. | | |
| Affected CIs | NLAHM1MME01 | | |
| | NLAHM1EPDG01 | | |
| | NLAHM1EPDG02 | | |
| | CP ARN07PGWCPV001 | | |
| | CP ARN07PGWCPV002 | | |
| | CP ARN07PGWCPV003 | | |
| | UP-IMS ARN07PGWUPV001 | | |
| | UP-IMS ARN07PGWUPV002 | | |

Advanced Change Ticket Report

UP-IMS ARN07PGWUPV003
UP-IMS ARN07PGWUPV004

UP-MBB ARN07PGWUPV005
UP-MBB ARN07PGWUPV006
UP-MBB ARN07PGWUPV007
UP-MBB ARN07PGWUPV008

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|--------------------|------------------------|-----------------|------------------|
| ID and summary | VZCR00000456807 [IT] [VCI] CRQ000030818434_VF-NL_AMDOCS_WMPC_2024-02_v1 Batch3 | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 3-Moderate/Limited | Scheduled For Approval | Pending | 07/02/2024 10:58 |
| Responsible | Eric Venema Change Management | | | | |
| Planned Dates | 05/03/2024 01:00 05/03/2024 06:55 | | | | |
| Planned Outages | - | | | | |
| Description | <div>- Work description (in non expert language): Move affected server to new location</div> <div>[IT] [VCI] CRQ000030818434_VF-NL_AMDOCS_WMPC_2024-02_v Batch3</div> <div>- Which procedure will be followed(including a high level Work Planning):</div> <div>=====</div> <div>*IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time]</div> <div>(=GMT =CET -1hr =BST - 1hr =CEST - 2hrs =Delhi -5.5hrs)</div> <div>=====</div> <div>"Start</div> <div>Date/Time" Activity SLU</div> <div>00:00 + 21 3</div> <div>di 05-03-24 00:00 "START</div> <div>Update Work Detail of CRQ in and inform stakeholders.</div> <div>If GSD support is required then please contact the GSD by phone (+49 211 9598 5700)"</div> <div>di 05-03-24 00:15 Activate maintenance mode to avoid false alarms. (This task can be removed if not applicable).</div> <div>di 05-03-24 00:25 Preventive Reboot on BATCH03 servers. NL-UBUY-PROD M2,NL-UBUY-PROD E2,NL-CMCOVERA</div> <div>PROD,NL-CAL-PROD,NL-UHELP-PROD</div> <div>di 05-03-24 00:45 Upgrade VM tools, upgrade OS to latest patch level available on BATCH03 servers. NL-UBUY-</div> <div>PROD M2,NL-UBUY-PROD E2,NL-CMCOVERAGETOOL-PROD,NL-CAL-PROD,NL-UHELP-PROD</div> <div>di 05-03-24 05:15 Post checks NL-UBUY-PROD M2,NL-UBUY-PROD E2,NL-CMCOVERAGETOOL-PROD,NL-CAL-PROD,NL-</div> <div>UHELP-PROD</div> <div>di 05-03-24 05:25 CHECKPOINT GO-NO GO</div> <div>di 05-03-24 05:30 GO</div> <div>di 05-03-24 05:30 Start the monitoring on BATCH03 servers and inform GSD NL-UBUY-PROD M2,NL-UBUY-PROD</div> <div>E2,NL-CMCOVERAGETOOL-PROD,NL-CAL-PROD,NL-UHELP-PROD</div> <div>di 05-03-24 05:35 Update CRQ (Post Implementantion Review) and inform stakeholders.</div> <div>di 05-03-24 05:45 "De-activate maintenance mode</div> <div>(This task can be removed if not applicable)."</div> <div>di 05-03-24 05:55 Hypercare activity only on Top Services: Change implementer / implementer teams have to be reachable</div> <div>at least 60 minutes after END GO activity in case of P1 / P2 issues and be prepared to start with needed activities. In case of</div> <div>escalation application team should call [implementer team / O</div> <div>Risk Level</div> <div>Risk Level 1</div> <div>Risk Assessment</div> <div>-</div> <div>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification</div> <div>testing)?: Yes</div> <div>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision</div> <div>date/time, ensuring roll-back completion during the change window?: Yes</div> <div>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change</div> <div>window (scenario('s) prepared and resources available)?: Yes</div> <div>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</div> <div>Extended risk assessment:</div> <div>List which Incidents can be caused by this change and what is per Incident the Service Impact.</div> <div>VCI Responsibility</div> <div>List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it</div> <div>occurs.</div> | | | | |

Advanced Change Ticket Report

| | | |
|------------------|--------------------|--------------------|
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 02:00 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 05/03/2024 06:30 |

Related Items

Affected Services -

Affected CIs BATCH03.

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|--|------------------------|-----------------|------------------|
| ID and summary | | | | | |
| VZCR00000456809 | | [IT] [VCI] CRQ000030818434_VF-NL_AMDOCS_WMPC_2024-02_v1 Batch4 | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 3-Moderate/Limited | Scheduled For Approval | Pending | 07/02/2024 11:05 |
| Responsible | Eric Venema | | Change Management | | |
| Planned Dates | 05/03/2024 01:00 | | 05/03/2024 05:25 | | |
| Planned Outages | - | | | | |
| Description | - Work description (in non expert language): Move affected server to new location | | | | |
| | [IT] [VCI] CRQ000030818434_VF-NL_AMDOCS_WMPC_2024-02_v Batch4 | | | | |
| | - Which procedure will be followed(including a high level Work Planning): | | | | |
| | ===== | | | | |
| | *IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time] | | | | |
| | (=GMT =CET -1hr =BST - 1hr =CEST - 2hrs =Delhi -5.5hrs) | | | | |
| | ===== | | | | |
| | "Start | | | | |
| | Date/Time" | Activity | SLU | | |
| | 00:00 + 21 4 | | | | |
| | di 05-03-24 00:00 | "START | | | |
| | Update Work Detail of CRQ in and inform stakeholders. | | | | |
| | If GSD support is required then please contact the GSD by phone (+49 211 9598 5700)" | | | | |
| | di 05-03-24 00:15 | Activate maintenance mode to avoid false alarms. (This task can be removed if not applicable). | | | |
| | di 05-03-24 00:25 | Stop the application on BATCH04. NL-UNIFY10-PROD APP | | | |
| | di 05-03-24 00:55 | Preventive Reboot on BATCH04 servers. NL-UNIFY10-PROD APP | | | |
| | di 05-03-24 01:15 | Upgrade VM tools, upgrade OS to latest patch level available on BATCH04 servers. NL-UNIFY10-PROD APP | | | |
| | di 05-03-24 03:15 | Post checks NL-UNIFY10-PROD APP | | | |
| | di 05-03-24 03:25 | Start application on BATCH04. NL-UNIFY10-PROD APP | | | |
| | di 05-03-24 03:55 | CHECKPOINT GO-NO GO | | | |
| | di 05-03-24 04:00 | GO | | | |
| | di 05-03-24 04:00 | Start the monitoring on BATCH04 servers and inform GSD NL-UNIFY10-PROD APP | | | |
| | di 05-03-24 04:05 | "Update CRQ (Post Implementantion Review) and inform stakeholders. | | | |
| | Set CRQ into status Completed." | | | | |
| | di 05-03-24 04:15 | "De-activate maintenance mode | | | |
| | (This task can be removed if not applicable)." | | | | |
| | di 05-03-24 04:25 | Hypercare activity only on Top Services: Change implementer / implementer teams have to be reachable | | | |
| | at least 60 minutes after END GO activity in case of P1 / P2 issues and be prepared to start with needed activities. In case of | | | | |
| | escalation application team should call [implementer team / OPS support team <on call number>] see in contact list below. | | | | |
| | di 05-03- | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | - | | | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | | | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes | | | | |
| | Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | |
| | Extended risk assessment: | | | | |
| | List which Incidents can be caused by this change and what is per Incident the Service Impact. | | | | |
| | VCI Responsibility | | | | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | | | |

Advanced Change Ticket Report

| | | |
|------------------|--------------------|--------------------|
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 02:00 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 05/03/2024 05:00 |

Related Items

Affected Services -

Affected CIs BATCH04

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000457149 [IT] Decom CR Feb24 1 Windows Gn-Emn

| General | Priority | Impact | Status | Approval Status | Create Date |
|---------|----------|--------------------|------------------------|-----------------|------------------|
| | Medium | 3-Moderate/Limited | Scheduled For Approval | Pending | 08/02/2024 10:09 |

Responsible Ron Bovee Technology IT

Planned Dates 05/03/2024 08:00 29/03/2024 17:00

Planned Outages - -

Description - Work description (in non expert language): Decom Windows/VMware servers in DC Gn-Emn
- Which procedure will be followed(including a high level Work Planning):Decommissioning procedures Windows see attachment

Related to Firebreak CR Feb24 1 Windows Gn-Emn VZCR00000457147

Start tech decom after firebreak 10 wd: 5 March 2024

SIGN OFF
- Positive quality Check by Technology Operations Backoffice (SMC/DNOC):No. N/A for decommissioning
- Impact assessment and reason why it needs to be done now: Yes, part of Broom-wagon Epic and approvals from Business or Operations
- Timestamp of approval and written approval of the engineering manager/TLT: Yes, approvals are available in mail

If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Decommissioning has several steps without impact on running infra.

DEPENDENCY:
- are there any preceding changes to which result the implementation of this change is dependent: Yes, see header
If Yes, which change(s)
CHG
Change title:
change date:

PRE CHANGE TESTS in TEST ENVIRONMENT
- Procedure checked op VTC : N/A for decommissioning

TESTPLAN
- Test plan Available : N/A for decommissioning
- Health check part of the implementation procedure and testplan:
pre-change: N/A for decommissioning
post-change: Yes, for physical servers a power check is done in DC as part of the unrack procedure

RISK ASSESSMENT

N/A for decommissioning

AFTERCARE

- who will do the baby-sit(name and phone) and when the baby-sit start: N/A for decommissioning
Department:
Name:
Phone Number:
Mobile:

- what activities the baby-sit will perform: N/A for decommissioning

- Performance monitoring "Day after" and who will do this (name and phone) : N/A for decommissioning
Department:
Name:

Risk Level Risk Level 1

Advanced Change Ticket Report

Risk Assessment Can this change have more impact than intended? No
Worst case scenario Same impact as change

1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes due to firebreak period

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment: N/A

List which Incidents can be caused by this change and what is per Incident the Service Impact.
Server/service not available, execute rollback on specific server by enable NIC or restart server
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not Opex savings prognose not met and servers with vulnerabilities not switched off.

| | | |
|-------------------------|--------------------|---|
| Rollback details | Scenario | Enable NIC or restart server |
| | Duration | 01:00 |
| | Criteria | Beeped by user via incident or direct contact |
| | Decision By | Executer |
| | Start Date | 05/03/2024 11:00 |

Related Items

Affected Services None

Affected CIs DC Gn-Emn:
esx-hp204.office.intern
esx-hp220.office.intern
esx-hp221.office.intern
esx-hp330.office.intern
esx-hp331.office.intern
esx-hp332.office.intern
esx-hp333.office.intern
esx-hp334.office.intern
esx-hp335.office.intern
esx-hp336.office.intern
esx-hp337.office.intern
esx-hp338.office.intern
esx-hp339.office.intern
esx-hp340.office.intern
esx-hp381.office.intern
esx-hp382.office.intern
esx-hp384.office.intern
esx-hp385.office.intern
esx-hp386.office.intern
esx-hp387.office.intern
esx-hp388.office.intern
MFTSS-WPV02

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|--------------------|----------------------|-----------------|------------------|
| ID and summary | VZCR00000445279 [BLC][LAPR]Backup VZCR00000445280 RHOSP13 upgrade to RHOSP16.2 on AHM1-VIM52 servers.[EV] | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 3-Moderate/Limited | Scheduled For Review | Pending | 06/11/2023 08:18 |
| Responsible | Arturo Zurita | | OpenStack Telco | | |
| Planned Dates | 05/03/2024 09:00 | | 08/03/2024 21:00 | | |
| Planned Outages | - | | - | | |
| Description | <p>EV 08/1 change number in attachments are from primary change, must be changed to change this change number (VZCR00000455279)</p> <p>CAB 17/1: Pending RCA EHV MME.</p> <p>LK 11/1: Fixed the dates in High Level Workplan</p> <p>CAB 10/1: Needed, pending RCA, LAPR needed, check with RO Holiday.</p> <p>EV 09/1 Dates in High Level Workplan are incorrect, must be updated</p> <p>CAB 03/1 As is</p> <p>Backup VZCR00000445280</p> <p>- Work description (in non expert language): We are upgrading AHM1-VIM52 site RHOSP13 platform to new version RHOSP16.2 that has been tested in VTC. Traffic of VEPG, Strom & Softphone will be migrated to both the other datacenters, they first will start with the pre-checks and make sure a back-up is in place.</p> <p>Please see Runbook attached for more details.</p> <p>- Which procedure will be followed(including a high level Work Planning): 23/1/2024 07:00 CEST : Call SMC 07:05 CEST : Send Start Email 07:10 CEST : VMs Down 07:50 CEST : computes & controllers downs 08:30 CEST : Start of RHOSP upgrade to 16.2</p> <p>24/1/2024 07:00 CEST: Continue FFU 16.2 Template migration Run overcloud upgrade prepare Upgrade run Controlplane Upgrade run Compute nodes (in batches)</p> <p>25/1/2024 7:00 CEST: Continuation of FFU upgrade</p> <p>26/1/2024 7:00 CEST: Continuation of FFU upgrade and testing</p> <p>27/1/2024 7:00 CEST: Needed window to continue with the upgrade, fix unexpected issues and run acceptance tests 13:00 CEST : Server Health Check 13:30 CEST : Controllers & Computes up 14:10 CEST : VMs UP 14:30 CEST : Troubleshooting & Rollback 15:55 CEST : Call SMC after completion 16:00 CEST : End Mail</p> | | | | |

| | | | |
|-------------------|---|---|--|
| | <p>If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: Outside maintenance windows. Traffic will be migrated to both the other datacenters before change, thus no applications running on the servers of VIM52. Required to be able to perform all activities on all RHOS VIM52 Servers since the RHOSP upgrade takes several days to complete.</p> <p>DEPENDENCY: - are there any preceding changes to which</p> | | |
| Risk Level | Risk Level 1 | | |
| Risk Assessment | <p>Can this change have more impact than intended? No Worst case scenario Same impact as change</p> <p>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes/No/Comments-Yes</p> <p>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes/No/Comments-yes</p> <p>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes/No/Comments-yes</p> <p>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</p> <p>Extended risk assessment:</p> <p>List which Incidents can be caused by this change and what is per Incident the Service Impact.</p> <p>Issue: No service impact Mitigation: Needed extended time to complete the upgrade.</p> <p>List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.</p> <p>Issue: No service affecting, Mitigation: n+2 redundancy in the RHOSP sites.</p> | | |
| If Not | Servers remains on old version | | |
| Rollback details | Scenario | Rollback activity:Rollback up to the upgrade of the ControllersWhat will the rollback entail, what will be done in the rollback?Backups will be performed in advance. Rollback up to the upgrade of the Controllers, after that there is no rollback but continue with the upgrade. Rollback steps:Rollback up to the upgrade of the ControllersDefine the rollback steps with timestamps:start-time Start rollback+02:00 End of script+01:00 HealthchecksBackups will be performed in advance. Rollback up to the upgrade of the Controllers, after that there is no rollback but continue with the upgrade. | |
| | Duration | - | |
| | Criteria | Analyse if rollback is needed before the upgrade of the control plane.Backups will be performed for the undercloud and OSP databases. Rollback is possible before upgrading the control plane, we will decide if rollback is needed before upgrading the control plane.Please refer to the runbook (attached) for more details. | |
| | Decision By | Openstack Telco squad | |
| | Start Date | - | |
| Related Items | | | |
| Affected Services | NON-SAF No (VNF/Application) services are affected by this change, because the traffic will be migrated temporary away from AHM to the other 2 sites (AHM & EHV). | | |
| Affected CIs | nlsrk03sp2vh147 nlsrk03sp2vh107 nlsrk03sp2vh137 nlsrk03sp2vh116 nlsrk03sp2vh108 nlsrk03sp2vh112 nlsrk03sp2vh140 nlsrk03sp2vh133 nlsrk03sp2vh142 nlsrk03sp2vh141 nlsrk03sp2vh139 nlsrk03sp2vh144 nlsrk03sp2vh117 | | |

nlsrk03sp2vh136
nlsrk03sp2vh134
nlsrk03sp2vh148
nlsrk03sp2vh135
nlsrk03sp2vh138
nlsrk03sp2vh114
nlsrk03sp2vh143
nlsrk03sp2vh111
nlsrk03sp2vh145
nlsrk03sp2vh113
nlsrk03sp2vh110
nlsrk03sp2vh146
nlsrk03sp2vh115
nlsrk03sp2vh118
nlsrk03sp2vh109
nlspl1svf02-vhe0
nlsrk03sp2vh105
nlsrk03sp2vh106
nlsrk03sp2vh104
nlsrk03sp2vh101
nlsrk03sp2vh102
nlsrk03sp2vh103
nlspl1svf02-vh19
nlspl1svf02-vh17
nlspl1svf02-vh1a
nlspl1svf02-vh12
nlspl1svf02-vh1e
nlspl1svf02-vh14
nlspl1svf02-vh18
nlspl1svf02-vh1b
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nlspl1svf02-vh1f
nlspl1svf02-vh15
nlspl1svf02-vh13
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nlspl1svf02-vh56
nlspl1svf02-vh5a
nlspl1svf02-vh54
nlspl1svf02-vh5b
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nlspl1svf02-vh57
nlspl1svf02-vh5c
nlspl1svf02-vh58
nlspl1svf02-vh5f
nlspl1svf02-vh50
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nlspl1svf02-vh5e
nlspl1svf02-vh5d
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nlspl1svf02-vh27
nlspl1svf02-vh28
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nlspl1svf02-vh21
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nlspl1svf02-vh2b
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nlspl1svf02-vh2c
nlspl1svf02-vh20

nlspl1svf02-vh2d
nlspl1svf02-vh2e
nlspl1svf02-vh6f
nlspl1svf02-vh6a
nlspl1svf02-vh61
nlspl1svf02-vh6b
nlspl1svf02-vh68
nlspl1svf02-vh69
nlspl1svf02-vh66
nlspl1svf02-vh6e
nlspl1svf02-vh65
nlspl1svf02-vh60
nlspl1svf02-vh67
nlspl1svf02-vh6d
nlspl1svf02-vh62
nlspl1svf02-vh63
nlspl1svf02-vh6c
nlspl1svf02-vh64
nlspl1vim52-rc02
nlspl1vim52-rc01
nlspl1vim52-rc03

Related Items

Advanced Change Ticket Report

| | | | | | |
|---|---|----------------------------|--|-----------------|------------------|
| ID and summary | VZCR00000454723 | [IT] [VCI] CRQ000030818185 | PULS VF-NL-ONECRQ WMPC 2024-02 [BATCH 8] | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 2-Significant/Large | Scheduled For Approval | Pending | 02/02/2024 09:33 |
| Responsible | Dianne Keulen | | Change Management | | |
| Planned Dates | 05/03/2024 20:55 | | 06/03/2024 05:25 | | |
| Planned Outages | 05/03/2024 21:00 | | 06/03/2024 05:00 | | |
| Description | - Work description (in non expert language): PULS VF-NL-ONECRQ WMPC 2024-02 [BATCH 8] | | | | |
| - Which procedure will be followed(including a high level Work Planning): | | | | | |
| ===== | | | | | |
| *IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time] | | | | | |
| (=GMT =CET -1hr =BST - 1hr =CEST - 2hrs =Delhi -5.5hrs) | | | | | |
| ===== | | | | | |
| di 05-03-24 19:55 START BATCH 8 | | | | | |
| di 05-03-24 19:55 15 mins before start: Call GSD & put in Maintanance mode, email this plan | | | | | |
| di 05-03-24 20:00 "1) Sanity reboot | | | | | |
| 2) Install latest WINDOWS OS patches / Install latest kernel (Linux, Solaris, HPUX & AIX) | | | | | |
| 3) Install latest HPtool/VMwareTool | | | | | |
| 4) Install or update security relevant tools | | | | | |
| 5) Reboot | | | | | |
| 6) Sanity OS checks | | | | | |
| on all Server of this Batch" | | | | | |
| wo 06-03-24 04:00 CHECKPOINT GO-NO GO BATCH 8 | | | | | |
| wo 06-03-24 04:10 GO BATCH 8 | | | | | |
| wo 06-03-24 04:10 Call and Email GSD and start the monitoring | | | | | |
| wo 06-03-24 04:25 END GO BATCH 8 | | | | | |
| NO GO - REGRESSION PLAN/ROLL BACK | | | | | |
| wo 06-03-24 04:10 "Each batch is indepentend and in case of failure just the affected server will be rolled back. Same rollback plan will be applied for each batch if it is needed. | | | | | |
| Scenario 1 -- 1)If server goes down, need to reboot server from ILO (if physical, and not able to restart via ILO, will raise priority INC with DC Management team to restart server physically) or via VCenter (If Virtual); | | | | | |
| 2)If there is any issues with regards to OS or application behaviour, uninstall the recently installed patches one by one till issue get resolved and boot the OS at normal mode as before activity. | | | | | |
| " | | | | | |
| wo 06-03-24 04:10 "Each batch is indepentend and in case of failure just the affected server will be rolled back. Same rollback plan will be applied for each batch if it is needed. | | | | | |
| Scenario 2 -- In case of OS/application crash and fail to come up then restore server from last available backup. " | | | | | |
| wo 06-03 | | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | - | | | | |
| 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | | | | |
| 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | | | | |
| 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes | | | | | |
| Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | | |
| Extended risk assessment: | | | | | |

List which Incidents can be caused by this change and what is per Incident the Service Impact.
VCI Responsibility
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

| | |
|------------------|----------------------------|
| If Not | VCI Responsibility |
| Rollback details | ScenarioVCI Responsibility |
| | Duration00:15 |
| | CriteriaVCI Responsibility |
| | Decision ByVCI |
| | Start Date06/03/2024 05:10 |

Related Items

| | |
|-------------------|--------------------------|
| Affected Services | NL-TOSCA-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-TESTAUTOM-TEST |
| | NL-ARNHEM-PROD |
| | NL-COACH-PROD |
| | NL-TOSCA-TEST |
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| | NL-TOSCA-TEST |

| | |
|---------------|---------------|
| Affected CIs | NL-TOSCA-TEST |
| | NL-TOSCA-TEST |
| | NL0099YW |
| | NL0116YW |
| | NL0117YW |
| | NL0118YW |
| | NL0119YW |
| | NL0120YW |
| | NL0121YW |
| | NL0122YW |
| | NL0123YW |
| | NL0124YW |
| | NL0125YW |
| | NL0233YW |
| | NL0242YW |
| | NL0407YW |
| | NL0448YW |
| | NL0449YW |
| | NL0451YW |
| | NL0452YW |
| | NL0453YW |
| | NL0455YW |
| | NL0460YW |
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| | NL0486YW |
| | NL0509YW |
| | NL0510YW |
| | NL0511YW |
| | NL0512YW |
| | NL0513YW |
| | NL0514YW |
| | NL0515YW |
| | NL0516YW |
| Related Items | |

Advanced Change Ticket Report

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|---|--------------------|--------------------------|--|--|---|--|------------------|--|------|-------|-------|---------------------|---------------------|------|-------|-------|--------------|-----------------|------|-------|-------|---------------------|--|------|-------|-------|---------------------|------------------------|------|-------|--|---|--------------------------------------|------|-------|-------|--------------------------|-----------------|------|-------|-------|--------------------------|--|------|-------|-------|---------------------|----------------------|------|-------|-------|-----|-----------------------------|
| ID and summary | | VZCR00000457345 | | | | Broadworks - Enabling SNMP v3 Southbound interface - part 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General | Priority | Impact | | Status | | Approval Status | | Create Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Medium | 3-Moderate/Limited | | Scheduled For Review | | Pending | | 09/02/2024 16:08 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Responsible | Arnoud van Loo | | OTHER-PPM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planned Dates | 05/03/2024 22:00 | | 06/03/2024 06:00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planned Outages | - | | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Description | <p>- Work description (in non expert language):</p> <p>Currently the Cisco BroadWorks platform exchanges monitoring messages using SNMPv2 which is not secure enough. SNMPv3 introduces user/password and different types of high level cryptographic algorithms. The purpose of the activity is to address the potential security risks by replacing SNMPv2.</p> <p>- Which procedure will be followed(including a high level Work Planning):</p> <table><tr><td>MW-3</td><td>00:00</td><td>00:05</td><td>NFM OpenNMS servers</td><td>Check NLEHV1ONDBS02</td></tr><tr><td>MW-3</td><td>00:05</td><td>00:10</td><td>NLSPL1ONMS02</td><td>activate SNMPv3</td></tr><tr><td>MW-3</td><td>00:10</td><td>00:15</td><td>NFM OpenNMS servers</td><td>OpenNMS edit NLEHV1ONDBS02 configuration</td></tr><tr><td>MW-3</td><td>00:15</td><td>00:20</td><td>NFM OpenNMS servers</td><td>Validate NLEHV1ONDBS02</td></tr><tr><td>MW-3</td><td>00:20</td><td></td><td>-</td><td>Go/No-Go for the rest of the servers</td></tr><tr><td>MW-3</td><td>00:20</td><td>00:20</td><td>All targetted BW servers</td><td>activate SNMPv3</td></tr><tr><td>MW-3</td><td>00:20</td><td>04:00</td><td>All targetted BW servers</td><td>OpenNMS edit ALL MW3 servers configuration</td></tr><tr><td>MW-3</td><td>04:00</td><td>04:30</td><td>NFM OpenNMS servers</td><td>Update SNMP listener</td></tr><tr><td>MW-3</td><td>04:30</td><td>05:00</td><td>ALL</td><td>Disable SNMPv2 to all Nodes</td></tr></table> <p>In case of rollback:</p> <p>04:00 - 05:00 Restore the original settings on the impacted servers</p> <p>05:00 - 05:30 Verification and testing</p> <p>Hostnames:</p> <p>NLEHV1ONAS01</p> <p>NLSPL1ONAS01</p> <p>EIN01ONASPV001</p> <p>SRK03ONASPV001</p> <p>NLEHV1ONNS01</p> <p>NLSPL1ONNS01</p> <p>NLEHV1ONMS01</p> <p>NLSPL1ONMS01</p> <p>NLEHV1ONMS02</p> <p>NLSPL1ONMS02</p> <p>NLEHV1ONPS01</p> <p>NLSPL1ONPS01</p> <p>NLEHV1ONPS02</p> <p>NLSPL1ONPS02</p> <p>NLEHV1ONPS03</p> <p>NLSPL1ONPS03</p> <p>NLEHV1ONDBS02</p> <p>NLSPL1ONDBS02</p> <p>NLEHV1ONXSP01</p> <p>NLSPL1ONXSP01</p> <p>NLEHV1ONXSP02</p> <p>NLSPL1ONXSP02</p> <p>NLEHV1ONXSP03</p> <p>NLSPL1ONXSP03</p> <p>NLEHV1ONXSP04</p> <p>NLSPL1ONXSP04</p> <p>NLEHV1ONXSP05</p> <p>NLSPL1ONXSP05</p> <p>NLEHV1ONXSP06</p> <p>NLSPL1ONXSP06</p> <p>NLEHV1ONXSP07</p> <p>NLSPL1ONXSP07</p> <p>EIN01ONXSPPV008</p> <p>SRK03ONXSPPV008</p> <p>EIN01ONXSPPV009</p> | | | | | | | | | MW-3 | 00:00 | 00:05 | NFM OpenNMS servers | Check NLEHV1ONDBS02 | MW-3 | 00:05 | 00:10 | NLSPL1ONMS02 | activate SNMPv3 | MW-3 | 00:10 | 00:15 | NFM OpenNMS servers | OpenNMS edit NLEHV1ONDBS02 configuration | MW-3 | 00:15 | 00:20 | NFM OpenNMS servers | Validate NLEHV1ONDBS02 | MW-3 | 00:20 | | - | Go/No-Go for the rest of the servers | MW-3 | 00:20 | 00:20 | All targetted BW servers | activate SNMPv3 | MW-3 | 00:20 | 04:00 | All targetted BW servers | OpenNMS edit ALL MW3 servers configuration | MW-3 | 04:00 | 04:30 | NFM OpenNMS servers | Update SNMP listener | MW-3 | 04:30 | 05:00 | ALL | Disable SNMPv2 to all Nodes |
| MW-3 | 00:00 | 00:05 | NFM OpenNMS servers | Check NLEHV1ONDBS02 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 00:05 | 00:10 | NLSPL1ONMS02 | activate SNMPv3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 00:10 | 00:15 | NFM OpenNMS servers | OpenNMS edit NLEHV1ONDBS02 configuration | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 00:15 | 00:20 | NFM OpenNMS servers | Validate NLEHV1ONDBS02 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 00:20 | | - | Go/No-Go for the rest of the servers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 00:20 | 00:20 | All targetted BW servers | activate SNMPv3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 00:20 | 04:00 | All targetted BW servers | OpenNMS edit ALL MW3 servers configuration | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 04:00 | 04:30 | NFM OpenNMS servers | Update SNMP listener | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MW-3 | 04:30 | 05:00 | ALL | Disable SNMPv2 to all Nodes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | |
|-------------------|--|--|--|
| | SRK03ONXSPPV009 EIN01ONNFMPV001 SRK03ONNFMPV001 ARN07ONNFMPV001 EIN01ONNDSPV001 SRK03ONNDSPV001 ARN07ONNDSPV001 | | |
| | If the change is (partly)requested outside the Maintenance Window (00.00 - 06.00) give reason: The preparation activities will be executed between 22:00 and 00:00 CET. To be on the safe side all activities including snmp deamon service reboot will be exeucted after midnight. We aim to use the 00:00-06:00 window | | |
| Risk Level | Risk Level 1 | | |
| Risk Assessment | Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)? Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window? Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)? Yes Note: a change is a High Risk Change if one or more of these questions is answered with a NO. Extended risk assessment: List which Incidents can be caused by this change and what is per Incident the Service Impact. This is only preparation by installing new software in addition to the current software. New software will be applied in the next change. In case of errors a roll back which puts everything back to the state before the change. (This is also the rollback scenario) List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. N/A | | |
| If Not | SNMPv2 is not in line with most recent security guidance. If change is not executed we keep snmp security on a lower level than desired. Compromising VFZ security regulations. | | |
| Rollback details | Scenario | Rollback activity: In case the change has not the expected result we will reverse the implementation by:1. reconfigure NFM to use snmpv2 on BW nodes2. remove snmpv3 user from traps tables BW nodes | |
| | Duration | 01:30 | |
| | Criteria | Alarm events are not registered. Reports cannot be created. | |
| | Decision By | Osman Ozturk / Martin Iozev | |
| | Start Date | 06/03/2024 04:00 | |
| Related Items | | | |
| Affected Services | N/A. Change is on the monitoring side of Broadworks Services. | | |
| Affected CIs | NLEHV1ONAS01 NLSPL1ONAS01 EIN01ONASPV001 SRK03ONASPV001 NLEHV1ONNS01 NLSPL1ONNS01 NLEHV1ONMS01 NLSPL1ONMS01 NLEHV1ONMS02 NLSPL1ONMS02 NLEHV1ONPS01 NLSPL1ONPS01 NLEHV1ONPS02 NLSPL1ONPS02 | | |

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NLSPL1ONXSP06
NLEHV1ONXSP07
NLSPL1ONXSP07
EIN01ONXSPPV008
SRK03ONXSPPV008
EIN01ONXSPPV009
SRK03ONXSPPV009
EIN01ONNFMPV001
SRK03ONNFMPV001
ARN07ONNFMPV001
EIN01ONNDSPV001
SRK03ONNDSPV001
ARN07ONNDSPV001

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|--|----------------------|-----------------|------------------|
| ID and summary | | VZCR00000457234 [IT] In-place upgrade of Prod Arctic Node from RHEL 7 to 8 | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Medium | 2-Significant/Large | Scheduled For Review | Pending | 09/02/2024 09:35 |
| Responsible | Sachin Sanjay Gaikwad | | Cognizant-Ops-Unix | | |
| Planned Dates | 07/03/2024 01:00 | | 07/03/2024 06:00 | | |
| Planned Outages | 07/03/2024 01:20 | | 07/03/2024 04:45 | | |
| Description | <div>- Work description (in non expert language): In-place upgrade of Prod Arctic Node from RHEL 7 to 8 RHEL 7 OS is going to end of support in this year so we are upgrading Arctic nodes to RHEL 8 version. What are the services hosted on these hosts ? Presentation GUI for detected abusive customer network behavior. Mostly trojan related like DDOS reflection. Who are the business users of this services? Abuse (security) Department Are these services redundant ? NO What will be its impact and who will be impacted? Presentation GUI not available. Application is categorized as C (non-business critical) - Which procedure will be followed(including a high level Work Planning): - Which procedure will be followed(including a high level Work Planning): 01:00 Communication to SMC before starting the activity -> Cognizant 01:15 Take snapshot -> Cognizant 01:20 Stop applications process (if needed) -> Application SME 01:30 Perform In-place upgrade -> Cognizant 04:30 Perform Technical Validation after upgrade -> Cognizant 04:45 Handover machine to Application SME (to check and make configurations changes for application compatibility) -> Application SME 04:50 Perform Sanity check -> Application SME 05:30 Deploy Rollback (if needed) -> Cognizant 06:00 Communication when ending activities -> Cognizant SIGN OFF - Positive quality Check by Technology Operations Backoffice (SMC/DNOC):Yes/No (explanation): yes - Impact assessment and reason why it needs to be done now: Yes/No (reason) : RHEL 7 OS will be end of support this year, also On rhel 7.9 server currently openssh 7.7 is installed and inorder to do MFA caching the server must have openssh 7.8 or above and rhel 7.9 does not support the same hence as per redhat vendor server needs to be upgraded to rhel 8.x - Timestamp of approval and written approval of the engineering manager/TLT: Yes/No (incl written approval attached) Yes (incl written approval attached under communication plan) If the change is (partly)requeste</div> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <div>Can this change have more impact than intended? No Worst case scenario Same impact as change 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change</div> | | | | |

window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

List which Incidents can be caused by this change and what is per Incident the Service Impact
A. VM can not come online after reboot, because changes done on system are not persistent

The risk is that the VM will not function after a reboot.
Changes on the system that are in-memory but never saved can be lost, change for example the firewall or network-configuration at boot.

B. Application can not work with upgrade version
Then we will restore the VM with snapshot taken before change..

What are the services hosted on these hosts ?
Presentation GUI for detected abusive customer network behavior. Mostly trojan related like DDOS reflection.
Are these services redundant ?

No
Who are the business users of this services?
Abuse (security) Department
What will be its impact and who will be impacted?

Presentation GUI not available. Application is categorized as C (non-business critical)
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

To avoid wrong configurations we will proceed with:
- 4 eyes principle
- continuously checking on alarms during change
- pre and post check validation

A.To mitigate this, we'll try to save all in-memory settings in a temporary file outside the system if possible.
B. The upgraded OS are going to be installed are approved by the application supplier that these changes will not effect the application. If an unexpected incident occurs, the rollback plan will be executed.

If Not

Systems will have security flaws and OS version will be on End of support.

| | | |
|------------------|-------------|---|
| Rollback details | Scenario | A VM will be shut down and the snapshot of the VM will be restored by Cognizant Unix Team.Rollback Change through VCenter Snapshot / Rubrik : Vcenter SnapshotSteps involved in rolling back the change -[VCenter Snapshot] : 1. Login to theVcenter.2. Search the VM in the search bar.3. Click on Snapshots.4. Click on the available snapshot which was created before the upgrade as a backup.5. Click on revert & confirm to perform the rollback. [Rubrik]1.login to relevant Rubrik cluster2.find correct VM/hostname in inventory3.select appropriate date form which restoration required4.kickoff restore as per requirement(in-place/out-of-place/guest file and folders) and monitor progress until completes Rollback duration:05:30 Deploy Rollback (if needed) -> Cognizant06:00 Communication when ending activities -> Cognizant |
| | Duration | 01:00 |
| | Criteria | 1. The operational system not booting 2. Abnormal CPU, memory and storage usage 3. Application not starting or not working as expected. |
| | Decision By | Cognizant Unix Team |
| | Start Date | 07/03/2024 05:00 |

Related Items

| | |
|-------------------|---|
| Affected Services | What will be its impact and who will be impacted Presentation GUI not available. Application is categorized as C (non-business critical) Please specify if this must be SAF or Non-SAF change? Reason for each SAF during the OS upgrade and possible after a (partially) reinstall of the application is needed |
|-------------------|---|

| | |
|--------------|---|
| Affected CIs | About running service : Presentation GUI for detected abusive customer network behavior. Mostly trojan related like DDOS reflection. |
| | Hostname OS Version environmentApp apsrvpv083 RHEL 7.9 Prod Arctic Node |

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000454714 [IT] [VCI] CRQ000030818258 | PULS | VF-NL-IRONCLOUD IMAGE | CTMPC | 2024-02 [BATCH 3]

| General | Priority | Impact | Status | Approval Status | Create Date |
|---------|----------|--------------------|------------------------|-----------------|------------------|
| | Low | 3-Moderate/Limited | Scheduled For Approval | Pending | 02/02/2024 08:57 |

Responsible Dianne Keulen Change Management

Planned Dates 07/03/2024 19:00 07/03/2024 23:35

Planned Outages - -

Description BUSINESS JUSTIFICATION
(Reason behind the decision to plan the activity during the Business Hours (From 8 a.m to 8 p.m, local time)
The Patching itself needs to be finished before the automated reboot in the night will start.
The standard nightly reboot took place between 00:00 & 05:00 at random schedule.

During the patching no service outage happens and the users are not affected by the activity.

- Work description (in non expert language): PULS | VF-NL-IRONCLOUD IMAGE | CTMPC | 2024-02 [BATCH 3]

- Which procedure will be followed(including a high level Work Planning):

*IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time]
(=GMT | =CET -1hr | =BST - 1hr | =CEST - 2hrs | =Delhi -5.5hrs)

do 07-03-24 18:00 "START
Update Work Detail of CRQ in and inform stakeholders. If GSD support is required then please contact the GSD by phone (+49 211 9598 5700).
Set CRQ into status Implementation in Progress."
do 07-03-24 18:10 Activate maintenance mode to avoid false alarms. (This task can be removed if not applicable).
do 07-03-24 18:10 "INSTALL latest MICROSOFT patches/bundles and security products on

BATCH 3 SERVER
REBOOT and perform Sanity Checks

Sent Email to DL-GDC-DCOPS-CSO-CITRIX-TSSC@vodafone.com for additional Sanity Checks"
do 07-03-24 19:10 Perform Sanity Checks from Citrix side
do 07-03-24 20:10 CHECKPOINT GO-NO GO
do 07-03-24 20:30 GO
do 07-03-24 20:50 "Update CRQ (Post Implementation Review) and inform stakeholders.
Set CRQ into status Completed."
do 07-03-24 20:50 "De-activate maintenance mode
(This task can be removed if not applicable)."
do 07-03-24 21:50 "Hypercare activity only on Top Services: Change implementer / implementer teams have to be reachable
at least 60 minutes after

Risk Level Risk Level 1

Risk Assessment -

1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes

2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes

3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

Advanced Change Ticket Report

| | | |
|-------------------|--|--------------------|
| | VCI Responsibility | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | |
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 02:05 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 07/03/2024 21:30 |
| Related Items | | |
| Affected Services | - | |
| Affected CIs | VZIMG10003VW VZCTX10049VW VZCTX10050VW VZCTX10051VW VZCTX10052VW VZCTX10053VW VZIMG10005VW VZCTX10071VW VZCTX10072VW VZIMG10006VW VZCTX10074VW VZCTX10075VW VZIMG10007VW VZCTX10077VW VZCTX10078VW VZIMG43005VW VZCTX43087VW VZCTX43088VW VZIMG43006VW VZCTX43094VW VZCTX43095VW VZIMG43007VW VZCTX43101VW VZCTX43102VW VZIMG43008VW VZCTX43108VW VZCTX43109VW VZCTX43110VW VZCTX43111VW VZCTX43112VW VZCTX43113VW VZCTX43114VW VZCTX43115VW VZCTX43116VW VZCTX43117VW VZCTX43118VW VZCTX43119VW VZCTX43120VW VZCTX43121VW VZCTX43122VW VZCTX43123VW VZIMG43009VW VZCTX43165VW VZCTX43166VW VZCTX43167VW VZCTX43168VW VZCTX43169VW | |

Advanced Change Ticket Report

| | | | | | |
|---|---|---------------------|----------------------------|--|------------------|
| ID and summary | | VZCR00000454724 | [IT] [VCI] CRQ000030818185 | PULS VF-NL-ONECRQ WMPC 2024-02 [BATCH 9] | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 2-Significant/Large | Scheduled For Approval | Pending | 02/02/2024 09:33 |
| Responsible | Dianne Keulen | | Change Management | | |
| Planned Dates | 09/03/2024 20:55 | | 10/03/2024 05:25 | | |
| Planned Outages | 09/03/2024 21:00 | | 10/03/2024 05:00 | | |
| Description | - Work description (in non expert language): PULS VF-NL-ONECRQ WMPC 2024-02 [BATCH 9] | | | | |
| - Which procedure will be followed(including a high level Work Planning): | | | | | |
| ===== | | | | | |
| *IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time] | | | | | |
| (=GMT =CET -1hr =BST - 1hr =CEST - 2hrs =Delhi -5.5hrs) | | | | | |
| ===== | | | | | |
| za 09-03-24 19:55 START BATCH 9 | | | | | |
| za 09-03-24 19:55 15 mins before start: Call GSD & put in Maintanance mode, email this plan | | | | | |
| za 09-03-24 20:00 "1) Sanity reboot | | | | | |
| 2) Install latest WINDOWS OS patches / Install latest kernel (Linux, Solaris, HPUX & AIX) | | | | | |
| 3) Install latest HPtool/VMwareTool | | | | | |
| 4) Install or update security relevant tools | | | | | |
| 5) Reboot | | | | | |
| 6) Sanity OS checks | | | | | |
| on all Server of this Batch" | | | | | |
| zo 10-03-24 04:00 CHECKPOINT GO-NO GO BATCH 9 | | | | | |
| zo 10-03-24 04:10 GO BATCH 9 | | | | | |
| zo 10-03-24 04:10 Call and Email GSD and start the monitoring | | | | | |
| zo 10-03-24 04:25 END GO BATCH 9 | | | | | |
| NO GO - REGRESSION PLAN/ROLL BACK | | | | | |
| zo 10-03-24 04:10 "Each batch is indepentend and in case of failure just the affected server will be rolled back. Same rollback plan will be applied for each batch if it is needed. | | | | | |
| Scenario 1 -- 1)If server goes down, need to reboot server from ILO (if physical, and not able to restart via ILO, will raise priority INC with DC Management team to restart server physically) or via VCenter (If Virtual); | | | | | |
| 2)If there is any issues with regards to OS or application behaviour, uninstall the recently installed patches one by one till issue get resolved and boot the OS at normal mode as before activity. | | | | | |
| " | | | | | |
| zo 10-03-24 04:10 "Each batch is indepentend and in case of failure just the affected server will be rolled back. Same rollback plan will be applied for each batch if it is needed. | | | | | |
| Scenario 2 -- In case of OS/application crash and fail to come up then restore server from last available backup. " | | | | | |
| zo 10-03 | | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | - | | | | |
| 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | | | | |
| 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | | | | |
| 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes | | | | | |
| Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | | | | |
| Extended risk assessment: | | | | | |

Advanced Change Ticket Report

List which Incidents can be caused by this change and what is per Incident the Service Impact.
VCI Responsibility
List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

| | | |
|------------------|--------------------|--------------------|
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 00:15 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 10/03/2024 05:10 |

Related Items

Affected Services NL-VIMAGO-PROD
NL-BI-BO4 PROD
NL-BI-REPORT BO WEB PROD
NL-COACH-PROD
NL-VIMAGO-PROD

Affected CIs NL0184YW
NL0217YW
NL0219YW
NL0243YW
NLVIM1DW

Related Items

Advanced Change Ticket Report

| | | | | | |
|--|---|---------------------|----------------------|-----------------|------------------|
| ID and summary VZCR00000454951 VF-RO: [BLC] [EV] De-isolate AHM MME, CUPS and EPDGs for RHOS | | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 2-Significant/Large | Scheduled For Review | Pending | 25/01/2024 10:08 |
| Responsible | Corina Misoaga | | TECH-RO-NOC-BO-PS | | |
| Planned Dates | 09/03/2024 23:30 | | 10/03/2024 06:00 | | |
| Planned Outages | 10/03/2024 00:00 | | 10/03/2024 05:00 | | |
| Description | EV 08/1 Missing test results | | | | |
| | - Work description (in non expert language): | | | | |
| | The following change is scheduled by Openstack team in order to upgrade RHOS VIM52 AHM: | | | | |
| | Change number: VZCR00000445279 | | | | |
| | Change Description: We need to de-isolate AHM location after the change mentioned above was finished successfully. | | | | |
| | From BO PS side, we need to de-isolate the following applications: | | | | |
| | NLAHM1MME01 | | | | |
| | NLAHM1EPDG01 | | | | |
| | NLAHM1EPDG02 | | | | |
| | CP ARN07PGWCPV001 | | | | |
| | CP ARN07PGWCPV002 | | | | |
| | CP ARN07PGWCPV003 | | | | |
| | UP-IMS ARN07PGWUPV001 | | | | |
| | UP-IMS ARN07PGWUPV002 | | | | |
| | UP-IMS ARN07PGWUPV003 | | | | |
| | UP-IMS ARN07PGWUPV004 | | | | |
| | UP-MBB ARN07PGWUPV005 | | | | |
| | UP-MBB ARN07PGWUPV006 | | | | |
| | UP-MBB ARN07PGWUPV007 | | | | |
| | UP-MBB ARN07PGWUPV008 | | | | |
| | - which procedure will be followed(including a high level Work Planning): | | | | |
| | 00:00 De-isolate AHM MME | | | | |
| | 01:00 de-isolate AHM MBBs | | | | |
| | 02:00 switchover icr srk03pgwcpv002 to ARN07PGWCPV001 then enable the icr | | | | |
| | switchover icr srk03pgwupv002 to ARN07PGWUPV001 then enable the icr | | | | |
| | switchover icr EIN01PGWUPV004 to ARN07PGWUPV003 then enable the icr | | | | |
| | enable the icr between ARN07PGWUPV004 and srk03pgwupv003 | | | | |
| | enable the icr between ARN07PGWUPV002 and EIN01PGWUPV001 | | | | |
| | enable the icr between ARN07PGWCPV002 and EIN01PGWCPV001 | | | | |
| | 03:00 switchover icr NLSPL1EPDG02 to NLAHM1EPDG01 then enable the icr | | | | |
| | enable the icr between NLAHM1EPDG02 and NLEHV1EPDG03 | | | | |
| | 04:30 post checks | | | | |
| | 06:00 end of change | | | | |
| | If the change is (partly)requested outside the Maintenance Window (00.00 – 06.00) give reason: | | | | |
| | DEPENDENCY: | | | | |
| | - are there any preceding changes to which result the implementation of this change is dependent: Yes, this change will be implemented only if below change by Cognizant team is performed successfully | | | | |
| | If Yes, which change(s) | | | | |
| | CHG | | | | |
| | Change title: VZCR00000445279 | | | | |
| | change date: 05.03.2024 - 09.03.2024 | | | | |

| | | | |
|-------------------|--|--|--|
| | PRE CHANGE TESTS in TEST ENVIRONMENT | | |
| | - Procedure checked op VTC : Yes/ | | |
| | TESTPLAN | | |
| | - Test plan Available : Yes | | |
| | - Health check part of the implementation procedure and testplan: pre-chang | | |
| Risk Level | Risk Level 1 | | |
| Risk Assessment | Can this change have more impact than intended? No | | |
| | Worst case scenario Same impact as change | | |
| | 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes | | |
| | 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes | | |
| | 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes | | |
| | Note: a change is a High Risk Change if one or more of these questions is answered with a NO. | | |
| | Extended risk assessment: | | |
| | List which Incidents can be caused by this change and what is per Incident the Service Impact. | | |
| | List of incidents caused by this change is low as the other 2 locations SRK and EIN will handle the traffic. | | |
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | | |
| | List of incidents caused by this change is low as the other 2 locations SRK and EIN will handle the traffic. | | |
| If Not | AHM location needs to be put back in traffic after the RHOS upgrade is done successfully. | | |
| Rollback details | Scenario | Rollback activity: What will the rollback entail, what will be done in the rollback? We will isolate back the AHM MBBs, switchover back to the standby EPDGs, CPs and UPs, isolate AHM MME and migrate back the subscribers.Rollback steps: Define the rollback steps with timestamps02:00 isolate AHM MME 03:00 switchover icr ARN07PGWCPV001 to srk03pgwcpv002 then break the icr switchover icr ARN07PGWUPV001 to srk03pgwupv002 then break the icr switchover icr ARN07PGWUPV003 to EIN01PGWUPV004 then break the icr break the icr between ARN07PGWUPV004 and srk03pgwupv003 break the icr between ARN07PGWUPV002 and EIN01PGWUPV001 break the icr between ARN07PGWCPV002 and EIN01PGWCPV001 04:00 isolate AHM MBBs05:00 switchover icr NLAHM1EPDG01 to NLSPL1EPDG02 then break the icr break the icr between NLAHM1EPDG02 and NLEHV1EPDG03 | |
| | Duration | 03:00 | |
| | Criteria | Site alarms, node alarms | |
| | Decision By | change implementer | |
| | Start Date | 10/03/2024 02:00 | |
| Related Items | | | |
| Affected Services | AHM data and IMS traffic might be affected/disturbed when de-isolating the AHM MBBs and MME. | | |
| Affected CIs | NLAHM1MME01 NLAHM1EPDG01 NLAHM1EPDG02 CP ARN07PGWCPV001 CP ARN07PGWCPV002 CP ARN07PGWCPV003 UP-IMS ARN07PGWUPV001 UP-IMS ARN07PGWUPV002 UP-IMS ARN07PGWUPV003 UP-IMS ARN07PGWUPV004 | | |

Advanced Change Ticket Report

UP-MBB ARN07PGWUPV005
UP-MBB ARN07PGWUPV006
UP-MBB ARN07PGWUPV007
UP-MBB ARN07PGWUPV008

Related Items

Advanced Change Ticket Report

| | | | | | |
|-----------------|---|--------------------|------------------------|-----------------|------------------|
| ID and summary | VZCR00000457354 [IT] [VCI] NEW NORMAL CRQ000030826605 - Ratingen - Upgrade of Firewall de1dfw31702s-1, de1dfw31902n-2 to version 7.0.13 | | | | |
| General | Priority | Impact | Status | Approval Status | Create Date |
| | Low | 3-Moderate/Limited | Scheduled For Approval | Pending | 09/02/2024 16:36 |
| Responsible | Eric Venema | | Change Management | | |
| Planned Dates | 11/03/2024 21:00 | | 12/03/2024 01:00 | | |
| Planned Outages | - | | | | |
| Description | <div>- Work description (in non expert language): Move affected server to new location</div> <div>[IT] [VCI] NEW NORMAL CRQ000030826605 - Ratingen - Upgrade of Firewall de1dfw31702s-1, de1dfw31902n-2 to version 7.0.13</div> <div>- Which procedure will be followed(including a high level Work Planning):</div> <div>=====</div> <div>*IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time]</div> <div>(=GMT =CET -1hr =BST - 1hr =CEST - 2hrs =Delhi -5.5hrs)</div> <div>=====</div> <div>"Start</div> <div>Date/Time" Activity</div> <div>ma 11-03-24 20:00 "START</div> <div>Update Work Detail of CRQ in and inform stakeholders. Set CRQ into status Implementation in Progress.</div> <div>If GSD support is required then please contact the GSD by phone (+49 211 9598 5700)</div> <div>"</div> <div>ma 11-03-24 20:00 Activate maintenance mode to avoid false alarms. (This task can be removed if not applicable).</div> <div>ma 11-03-24 20:15 Device pre-checks. Config backup of de1dfw31702s-1, de1dfw31902n-2</div> <div>ma 11-03-24 20:30 "Upgrade devices de1dfw31702s-1, de1dfw31902n-2 to version 7.0.13 build 0566</div> <div>Current version:</div> <div>7.0.11 -0489"</div> <div>ma 11-03-24 21:30 Post check, check Firewall and Firewall KPI's in Cacti.</div> <div>ma 11-03-24 22:00 Customer Applications test.</div> <div>ma 11-03-24 22:30 CHECKPOINT GO-NO GO</div> <div>ma 11-03-24 22:40 GO</div> <div>ma 11-03-24 22:50 "Update CRQ (Post Implementation Review) and inform stakeholders.</div> <div>Set CRQ into status Completed."</div> <div>ma 11-03-24 23:00 "De-activate maintenance mode</div> <div>(This task can be removed if not applicable)."</div> <div>ma 11-03-24 23:10 END GO ACTIVITY</div> <div>NO GO - REGRESSION PLAN/ROLL BACK</div> <div>ma 11-03-24 22:40 START NO GO ACTIVITY</div> <div>ma 11-03-24 22:45 Downgrade to old version, call with Fortinet TAC support for troubleshooting.</div> <div>ma 11-03-24 23:45 "Update CRQ (Post Implementation Review) and inform stakeholders.</div> <div>Set CRQ into status Completed."</div> <div>ma 11-03-24 23:50 "De-activate maintenance mode</div> <div>(This task can be removed if not applicable)."</div> <div>di 12-03-24 00:00 END NO GO</div> | | | | |
| Risk Level | Risk Level 1 | | | | |
| Risk Assessment | <div>-</div> <div>1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes</div> <div>2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes</div> <div>3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes</div> <div>Note: a change is a High Risk Change if one or more of these questions is answered with a NO.</div> | | | | |

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.

VCI Responsibility

List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs.

If Not

VCI Responsibility

| | | |
|------------------|-------------|--------------------|
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 01:30 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 11/03/2024 23:40 |

Related Items

Affected Services -

Affected CIs VFNLA01L

Related Items

Advanced Change Ticket Report

ID and summary VZCR00000456074 [IT] [VCI] CRQ000030818156 | PULS | VF-NL-STANDALONE-IRONCLOUD | CTMPC | 2024-02 [BATCH 4]

General Priority Impact Status Approval Status Create Date
Low 3-Moderate/Limited Scheduled For Approval Pending 01/02/2024 16:13

Responsible Dianne Keulen Change Management

Planned Dates 11/03/2024 22:00 12/03/2024 07:30

Planned Outages - -

Description - Work description (in non expert language): PULS | VF-NL-STANDALONE-IRONCLOUD | CTMPC | 2024-02 [BATCH 4]

- Which procedure will be followed(including a high level Work Planning):

=====

*IMPORTANT: ALL timings in these plans are calculated in UTC [Coordinated Universal Time]
(=GMT | =CET -1hr | =BST - 1hr | =CEST - 2hrs | =Delhi -5.5hrs)

=====

ma 11-03-24 21:00 "START
Update Work Detail of CRQ in and inform stakeholders. If GSD support is required then please contact the GSD by phone (+49 211 9598 5700).
Set CRQ into status Implementation in Progress."
ma 11-03-24 21:10 Activate maintenance mode to avoid false alarms. (This task can be removed if not applicable).
ma 11-03-24 21:40 "INSTALL latest MICROSOFT patches/bundles and security products on

BATCH 4 SERVER
REBOOT and perform Sanity Checks

Sent Email to DL-GDC-DCOPS-CSO-CITRIX-TSSC@vodafone.com for additional Sanity Checks"

di 12-03-24 03:40 Perform Sanity Checks from Citrix side
di 12-03-24 04:40 CHECKPOINT GO-NO GO
di 12-03-24 05:00 GO
di 12-03-24 05:20 "Update CRQ (Post Implementation Review) and inform stakeholders.
Set CRQ into status Completed."
di 12-03-24 05:30 "De-activate maintenance mode
(This task can be removed if not applicable)."
di 12-03-24 05:40 "Hypercare activity only on Top Services: Change implementer / implementer teams have to be reachable
at least 60 minutes after END GO activity in case of P1 / P2 issues and be prepared to start with needed activities.
In case of escalation application team should call [implementer team / OPS support team <on call number>] see in contact list
below."
di 12-03-24 05:55 END GO ACTIVITY

NO GO - REGRESSION PLAN/ROLL BACK

di 12-03-24 05:00 "Scenario 1 -- 1)If server goes down, need to reboot server from ILO (if physical, and not able to restart via ILO, will raise priority INC with DC Management te

Risk Level Risk Level 1

Risk Assessment -

- 1) Can the change be conclusively tested during the change window (both change specific testing and End-to-End Service Verification testing)?: Yes
- 2) Can all change testing, including E2E Service verification be conclusively completed before the ultimate rollback decision date/time, ensuring roll-back completion during the change window?: Yes
- 3) Can all possible Incidents from risks indicated during an extensive risk assessment be detected and solved during the change window (scenario('s) prepared and resources available)?: Yes

Note: a change is a High Risk Change if one or more of these questions is answered with a NO.

Extended risk assessment:

List which Incidents can be caused by this change and what is per Incident the Service Impact.
VCI Responsibility

Advanced Change Ticket Report

| | | |
|---------------------|--|--------------------|
| | List per Incident how the probability on such incident is minimalized and if there is a scenario in place to solve such Incident if it occurs. | |
| If Not | VCI Responsibility | |
| Rollback details | Scenario | VCI Responsibility |
| | Duration | 01:35 |
| | Criteria | VCI Responsibility |
| | Decision By | VCI |
| | Start Date | 12/03/2024 06:00 |
| Related Items | | |
| Affected Services - | | |
| Affected CIs | VZCLC4V002VW | |
| | VZDBS43002VW | |
| | VZDDC43001VW | |
| | VZDHC43001VW | |
| | VZDIR43001VW | |
| | VZMONRSH1VW | |
| | VZSTF43001VW | |
| | VZWEM43001VW | |
| Related Items | | |