**Change Management Document**

**Release Details: POI-1246- Exception should be sent in error object in the NACK response**

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| Sr No | Description | Remark |
| 1 | **Change date** | 11/03/2023 |
| 2 | **Change Time** | 00:00 |
| 3 | **Change management No** | CR\_Mar\_2 |
| 4 | * **Change Requestor** | Saurabhi |
| 5 | * **Change Owner** | Zaid Shaikh |
| 6 | * **Implementers** | Niranjan |
| 7 | * **Change Priority** | Medium |
| 8 | * **Change type** | Normal |
| 9 | * **Change Risk Level** | Low |
| 10 | * **Change Impact** | Low |
| 11 | * **Impact details** | No business impact |
| 12 | * **Downtime Required** | Yes |
| 13 | **Downtime Window** | No Downtime |
| 14 | **Stakeholders Informed?** | ONDC team asked protean team to update in Prod N what’s app group |
| 15 | **Change Title** | Exception should be sent in error object in the NACK response from the buyer app |
| 16 | **Change Description** | In case of NACK by Buyer/Seller, if there is an error schema present in the reply and if there is message in it, we will capture it and will provide the same as part of the gateway summary report. If this section is not available due any reason, we will provide the technical reason for the error (just like we provide currently).  Jira: <https://protean.atlassian.net/browse/POI-1246> |
| 17 | * **CI  in scope** | 34.93.4.110 Mumbai Gateway |
| 18 | * **Implementation Plan** | Nack POA.xlsx |
| 19 | * **Validation plan** | To check if all the servers are up and running. |
| 20 | * **Rollback Plan** | Redeploy the previous version |
| 21 | * **UAT Signoff & Test evidences** | POI-1324 NACK message buyer & Seller - 08.03.23.zip |

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| Approving Flow | Contact Person |
| Testing Lead | Vivek Rajak |
| Support Lead | Saurabhi P |
| Change Owner | Zaid Shaikh |
| Product Team | Nirmal |
| ONDC | Neeraj/Supriyo |
| ONDC (In emergency) | Nitin Mishra |

**Notes:**

1. Development team will provide Jira, scope, impact, downtime, implementation, rollback, validation plan of the changes
2. CAB/Walkthrough meeting with all key stakeholder a week in advance to explain change, implementation, risk, scope etc.
3. Testing team to add testing evidences and coverage. Any open point or bug present should be highlighted
4. Change preparation should strictly start 2 weeks in advance for Normal changes, scope of change should be clearly defined and freezed.
5. Change notification to be sent to all agreed stakeholders before implementing the change and post completion, mentioning success or failure and any leftouts.
6. Deployed Jira will be closed by putting change record number.
7. Change closure will have internal comments by mentioning if things went as planned or deviated and additional actions to avoid reoccurrence.

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| **Change Request Form** | | | | | | | | | | | | |
| **Change description:**  We need to perform CIS server hardening to make servers more secure. | | | | | | | | | | | | |
| **Change No.** | | | **Change Requested By** | | | **Request Date** | | | **Required by Date** | | | **Proposed Implementation Date** |
| CR\_Feb\_2 | | | Ramakrishna K | | | 21-02-2023 | | | 24-02-2023 | | | 24-02-2023 |
| **Justification** | | **Type of Change** | | | | | | | | | | |
| Normal | | | | | | | | | | |
| **Requested Change** | | | | | | | | | | |
| CIS server hardening | | | | | | | | | | |
| **Reason for Change** | | | | | | | | | | |
| To make servers more secure and safe | | | | | | | | | | |
| **CR Classification** | | | | | | | | | | | | |
| **Priority: P3** | | | | | Severity: | | | Category: Staging | | | | |
| Major: | | |  | | | | |
| Significant: Y | | | Application: ONDC | | | | |
| Minor: | | | Others: | | | | |
| Low: | | | Details (if any): | | | | |
| **Area** | | | | | **Impact of Proposed Changes** | | | | | | | |
| Note: If possible, provide details of impact in terms of days/INR | | | | | | | |
| **Impact** | **Impact of Finances** | | | | Services will be down for 2 hrs. | | | | | | | |
| **Impact on Business including risks & issues and rollback plan** | | | | Risks & Issues: No risk as rollback plan is ready  Rollback Plan: Clones taken can be used to revert the changes in case of any issues. | | | | | | | |
| **Impact on Schedule** | | | | **Schedule Date** | | | | | **Proposed New Date** | | |
| 24/02/2023 | | | | |  | | |
| **Conclusion for consideration of ONDC:** Once the activity is completed, servers will be more secure and safe | | | | | | | | | | | | |
| **Approval** | | | | **ONDC** | | | **Protean** | | | | **Comments** | |
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