**Change Management Document**

**Release Details: PROD-1108 (Production Environment)**

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| Sr No | Description | Remark |
| 1 | **Change date** | 15/03/2023 |
| 2 | **Change Time** | 15 Min |
| 3 | **Change management No** | CR\_March\_2 |
| 4 | * **Change Requestor** | Ramakrishna K |
| 5 | * **Change Owner** | Zaid Shaikh |
| 6 | * **Implementers** | Bhakti, Prasad, Ganesh, Deepak, Shakti & QA team |
| 7 | * **Change Priority** | High |
| 8 | * **Change type** | Change |
| 9 | * **Change Risk Level** | Low |
| 10 | * **Change Impact** | Low |
| 11 | * **Impact details** | The STD Code current validation from 0-3 digits to 0-9 digits  NP registered with city code {\*} to be fetched when lookup for a particular city code. |
| 12 | * **Downtime Required** | Yes |
| 13 | **Downtime Window** | 00:00 to 00:15 |
| 14 | **Stakeholders Informed?** | Yes |
| 15 | **Change Title** | Deployment for city code lookup issue |
| 16 | **Change Description** | We need to perform deployment to resolve the lookup issue  Jira: https://ondc-issue-logging-cohort1.atlassian.net/browse/PROD-1108 |
| 17 | * **CI  in scope** |  |
| 18 | * **Implementation Plan** | Attached separately |
| 19 | * **Validation plan** | To check if the servers are up and running, check if database connections are working fine |
| 20 | * **Rollback Plan** | Clones can be used to rollback |
| 21 | * **UAT Signoff & Test evidences** | NA |

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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 deployment to resolve the lookup issue | | | | | | | | | | | | |
| **Change No.** | | | **Change Requested By** | | | **Request Date** | | | **Required by Date** | | | **Proposed Implementation Date** |
| CR\_March\_2 | | | Ramakrishna K | | | 15-03-2023 | | | 15-03-2023 | | | 15-03-2023 |
| **Justification** | | **Type of Change** | | | | | | | | | | |
| Normal | | | | | | | | | | |
| **Requested Change** | | | | | | | | | | |
| We need to perform deployment to resolve the lookup issue | | | | | | | | | | |
| **Reason for Change** | | | | | | | | | | |
| Resolve city code lookup issue | | | | | | | | | | |
| **CR Classification** | | | | | | | | | | | | |
| **Priority: P1** | | | | | Severity: | | | Category: production | | | | |
| 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 15 Min . | | | | | | | |
| **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** | | |
| 15/02/2023 | | | | |  | | |
| **Conclusion for consideration of ONDC:** Once the activity is completed, Resolve city code lookup issue. | | | | | | | | | | | | |
| **Approval** | | | | **ONDC** | | | **Protean** | | | | **Comments** | |
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