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| --- | --- | --- | --- |
| Freeze Start | 04/23/2018 hh:mm | Freeze End | 04/26/2018 hh:mm |
| Requested Change Start | 04/26/2018 22:00 | Requested Change End | 04/27/2018 05:59 |
| Associated Outage Start | 04/26/2018 22:00 | Associated Outage End | 04/27/2018 05:59 |

**Note: the change request must still go through the entire change management process. Approval to proceed during this freeze period does not constitute as final approval for implementation. FINAL APPROVAL FOR IMPLEMENTATION RESIDES WITH THE ENTERPRISE CHANGE MANAGEMENT TEAM.**

1. Why can’t this change be implemented outside the scheduled change freeze?

* **April 2018 Month End Membership Data Load Planned on 1st week of May 2018. Prior to that Data Load we need to deploy automation of Materialized View refresh and BIP Reports into the NAS Share drive.**

1. In layman’s terms, what does your request comprise of from a technical perspective as well as overall customer impact?

**Technical perspective:**

* Once the Key Business users validate and approve the membership data, the end user need to view the validated membership data in the reports. Certain reports are designed based on Materialized Views which needs to be refreshed. Currently the Materialized View refresh is triggered manually and there is a time lag between the validation of Data and Materialized View refresh. So FIRM team designed an automation process to refresh the Materialized View to provide the validated data in quick turnaround time.
* Currently we are manually triggering the shell scripts for the BI Publisher reports from server. With the new automation script, the reports are delivered automatically to the NAS drive.

1. Is this change in support of a project? (Yes/No) (If yes, who is the IPM?). If no, is it a “break/fix”? Please list the IM# or PM# associated with this request.
   * + **Yes, this change is in support of a project.**
     + **This is comprised of new asset.**
     + **Michael Ventrone is our IPM.**
2. What are the possible implications to Cigna services or service quality if the request is denied?
   * + **No, there is no significant implication.**
3. Are the stakeholders or those who could be impacted by this change aware and prepared for test/checkout? (i.e., Business Owners, Vendors, TSG (Technical Support Group)) \
   * + **Yes, Business owners, IT Consultants and Functional consultants are aware of this Change and prepared for the checkout**.

1. What is the worst case scenario if this change fails? (i.e., how could this negatively impact our business?)
   * + **Business users are using the application, so would expect the changes to be met. There will be minimal impact**
     + **We have planned OBIEE downtime and any issues will be handled during the downtime.**
     + **We will do manual refresh when it fails.**
     + **We will push reports to destination manually when it fails.**
2. Do you need any dedicated resource(s), such as application, server, system, or site to implement your change?
   * + **Yes, Oracle database server**
     + **Yes, Oracle BI server**
3. What is the impact to users while the change is underway (what will the impact be – lost, dropped, or blocked network connectivity, lost, dropped, or blocked access to servers or applications)?
   * + **The change is carried out during the planned downtime, so no impact to the users.**

Where to send this completed form?

For Healthcare Release Freezes: [ITReleaseImplementation@cigna.com](mailto:ITReleaseImplementation@cigna.com)

For Board Meeting Freezes: [ExecutiveSupportServices@Cigna.com](mailto:ExecutiveSupportServices@Cigna.com)

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**Do not complete below this line (to be completed by the area(s) designated as approver for specific freeze)**

Freeze Period Approval Section:

Approved: Yes / No by Whom: Date: