

**Report Title:** Change Request Details  
**Run Date and Time:** 2018-05-09 17:34:31 Eastern Daylight Time  
**Run By:** Muhammad Abdul-Qayyum  
**Table name:** change\_request

**Change Request**

|                     |                       |                    |              |
|---------------------|-----------------------|--------------------|--------------|
| Number:             | CHG0030017            | Approval:          | Approved     |
| Requested by:       | Beth Anglin           | Type:              | Normal       |
| Category:           | Applications Software | State:             | Implement    |
| Configuration item: |                       | On hold:           | false        |
| Priority:           | 2 - High              | Conflict status:   | Not Run      |
| Risk:               | Low                   | Conflict last run: |              |
| Impact:             | 1 - High              | Assignment group:  | CAB Approval |
|                     |                       | Assigned to:       |              |

**Short description:**

Home Insurance Website does not check for password validation

**Description:**

Users are able to input any type of data into website including mismatched passwords when registering for website. Having this ability may cause database errors with the system

**On hold reason:****Planning****Justification:**

This change request will allow us to limit the type of data entered in the website forms. This will help ensure that our property, location and quote information in the database is accurate

**Implementation plan:**

The time to implement this change will be quick.

1. Will make code to validate text in the data fields on the websites form
2. Will test the data entry on the websites property page
3. Once it is verified that the validation is working as intended, the new page can go live

**Risk and impact analysis:**

There is no risk in making this change as it is just a change in data entry on the front end of the website

**Backout plan:**

Will save a backup of the current version of website so that it can be reloaded quickly if there is any issue

**Test plan:**

Will test inputs manually after change is made to ensure that the validation checks are working properly and as intended

**Schedule**

|                     |       |                     |                     |
|---------------------|-------|---------------------|---------------------|
| Planned start date: |       | Actual start date:  | 2018-05-09 17:26:04 |
| Planned end date:   |       | Actual end date:    |                     |
| CAB required:       | false | CAB delegate:       |                     |
| CAB date:           |       | CAB recommendation: |                     |

**Conflicts**

## Notes

Watch list:

Work notes list:

Additional comments:

Work notes:

## Closure Information

Close code:

Successful

Close notes:

Successfully enabled password validation function. The validate function was passing an incorrect name for the form. The form is named registration while the function was accepting a form named "user" which does not exist. after changing to "registration" the validate function now works

**Related List Title:** Conflict List  
**Table name:** conflict  
**Query Condition:** Change = CHG0030017  
**Sort Order:** None

None

**Related List Title:** Approval List  
**Table name:** sysapproval\_approver  
**Query Condition:** Approval for = CHG0030017  
**Sort Order:** Order in ascending order

3 Approvals

| State              | Approver    | Assignment group | Comments | Created             |
|--------------------|-------------|------------------|----------|---------------------|
| Approved           | Fred Luddy  | Database         |          | 2018-05-07 16:41:33 |
| No Longer Required | Beth Anglin | Database         |          | 2018-05-07 16:41:33 |
| No Longer Required | ITIL User   | Database         |          | 2018-05-07 16:41:33 |

**Related List Title:** Change Task List  
**Table name:** change\_task  
**Query Condition:** Change request = CHG0030017  
**Sort Order:** Number in ascending order

2 Change Tasks

| ▲ Number     | Short description           | State | Assignment group | Assigned to | Expected start      | Actual end |
|--------------|-----------------------------|-------|------------------|-------------|---------------------|------------|
| CTASK0010021 | Post implementation testing | Open  |                  |             | 2018-05-09 17:26:04 |            |

| ▲ Number     | Short description | State | Assignment group | Assigned to | Expected start      | Actual end |
|--------------|-------------------|-------|------------------|-------------|---------------------|------------|
| CTASK0010022 | Implement         | Open  |                  |             | 2018-05-09 17:26:04 |            |

**Related List Title:** Problem List  
**Table name:** problem  
**Query Condition:** Change request = CHG0030017  
**Sort Order:** Number in descending order

1 Problems

| ▼ Number   | Short description  | State           | Assignment group | Assigned to | Configuration item | Related Incidents |
|------------|--|-----------------|------------------|-------------|--------------------|-------------------|
| PRB0040014 | Home Insurance Website does not check for validation. Accepts incorrect inputs | Closed/Resolved | Database         | Beth Anglin |                    | 1                 |

**Related List Title:** Incident List  
**Table name:** incident  
**Query Condition:** Change Request = CHG0030017  
**Sort Order:** Updated in descending order

1 Incidents

| Number     | Opened              | Short description   | Caller       | Priority | State    | Category | Assignment group | Assigned to           | ▼ Updated           | Updated by           |
|------------|---------------------|---|--------------|----------|----------|----------|------------------|-----------------------|---------------------|----------------------|
| INC0010046 | 2018-05-07 16:09:24 | Home Insurance Website does not check for password validation. Accepts incorrect inputs | Sam McGreedy | 2 - High | Resolved | Software |                  | Muhammad Abdul-Qayyum | 2018-05-09 17:33:59 | muhammad.abdulqayyum |