

Report Title: Change Request Details
Run Date and Time: 2018-05-09 14:21:28 Pacific Daylight Time
Run By: Beth Anglin
Table name: change_request

Change Request

Number:	CHG0030017	Approval:	Approved
Requested by:	Beth Anglin	Type:	Normal
Category:	Applications Software	State:	Scheduled
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 validation

Description:

Users are able to input any type of data into website including fake invalid zip codes and bad addresses. 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:	
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:

Close notes:

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 13:41:33
No Longer Required	Beth Anglin	Database		2018-05-07 13:41:33
No Longer Required	ITIL User	Database		2018-05-07 13:41:33

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	Open	Database	Beth Anglin		1

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

1 Incidents

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010046	2018-05-07 13:09:24	Home Insurance Website does not check for validation	Sam McGreedy	2 - High	In Progress	Software		Muhammad Abdul-Qayyum	2018-05-09 14:20:55	beth.anglin