Report Title:	Change Request Details		
Run Date and Time:	2018-05-08 17:09:43 Eastern Daylight Time		
Run By:	Muhammad Abdul-Qayyum		
Table name:	change_request		

Change Request

Number:	CHG0030019	Approval:	Approved
Requested by:	Beth Anglin	Type:	Normal
Category:	Software	State:	Closed
Configuration item:		On hold:	false
Priority:	2 - High	Conflict status:	Not Run
Risk:	Moderate	Conflict last run:	
Impact:	3 - Low	Assignment group:	CAB Approval
		Assigned to:	

Short description:

The input field for Address Line 2 on Home Insurance, location page allows empty values to be put in

Description:

Users are able to input nothing in the Address Line 2 field and submit their information. When they do this it causes mismatch issues in the database with the QuoteID. To fix this issue, my plan is to add the Address Line 2 to the list of fields that the website checks to see if empty

On hold reason:

Planning

Justification:

My justification for this change request is that it will help reduce accuracy issues in the Home Insurance websites database

Implementation plan:

My plan to implement this change is to

1. Make an offline copy of the code for the location page to work from and an extra backup for restoration purposes
2. Add the Address Line 2 field to the input checker function of the page
3. Shutdown the website/server, then install the changes then reload/go live with the changes made

These changes will take about 15 minutes to implement

Risk and impact analysis:

There is no risk to this change

Backout plan:

My backout plan for this issue is to use the backup I created to reload the older version of the website if there is any issue

Test plan:

I will manually test the input fields to ensure that this feature is working properly

Schedule

Planned start date:		Actual start date:	2018-05-08 17:03:24
Planned end date:		Actual end date:	2018-05-08 17:03:30
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:

Implement changes successfully. I have also uploaded images showing the changes that needed to be made to fix this issue

Related List Title: Conflict List
Table name: conflict
Query Condition: Change = CHG0030019
Sort Order: None

None

Related List Title: Approval List
Table name: sysapproval_approver
Query Condition: Approval for = CHG0030019
Sort Order: Order in ascending order

12 Approvals

State	Approver	Assignment group	Comments	Created
No Longer Required	Howard Johnson	CAB Approval		2018-05-08 14:19:31
No Longer Required	Ron Kettering	CAB Approval		2018-05-08 15:22:08
No Longer Required	Bernard Laboy	CAB Approval		2018-05-08 15:22:08
No Longer Required	Ron Kettering	CAB Approval		2018-05-08 14:19:31
No Longer Required	Bernard Laboy	CAB Approval		2018-05-08 14:19:31
No Longer Required	Luke Wilson	CAB Approval		2018-05-08 14:19:31
No Longer Required	Christen Mitchell	CAB Approval		2018-05-08 15:22:08
No Longer Required	Howard Johnson	CAB Approval		2018-05-08 15:22:08
Approved	Joseph Robinson	CAB Approval		2018-05-08 15:22:08
Approved	Joseph Robinson	CAB Approval		2018-05-08 14:19:31
No Longer Required	Christen Mitchell	CAB Approval		2018-05-08 14:19:31
No Longer Required	Luke Wilson	CAB Approval		2018-05-08 15:22:08

Related List Title: Change Task List
Table name: change_task
Query Condition: Change request = CHG0030019
Sort Order: Number in ascending order

2 Change Tasks

▲ Number	Short description	State	Assignment group	Assigned to	Expected start	Actual end
CTASK0010017	Post implementation testing	Canceled			2018-05-08 17:03:24	
CTASK0010018	Implement	Canceled			2018-05-08 17:03:24	

Related List Title: Problem List
Table name: problem
Query Condition: Change request = CHG0030019
Sort Order: Number in descending order

1 Problems

▼ Number	Short description	State	Assignment group	Assigned to	Configuration item	Related Incidents
PRB0040016	The input field for Address Line 2 on Home Insurance, location page allows empty values to be put in	Closed/Resolved		Beth Anglin		1

Related List Title: Incident List
Table name: incident
Query Condition: Change Request = CHG0030019
Sort Order: Updated in descending order

1 Incidents

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	▼ Updated	Updated by
INC0010048	2018-05-08 13:09:05	The input field for Address Line 2 on Home Insurance, location page allows empty values to be put in	Alissa Mountjoy	2 - High	In Progress	Software		Muhammad Abdul-Qayyum	2018-05-08 14:42:24	beth.anglin