

Report Title: Change Request Details
Run Date and Time: 2018-05-09 12:21:39 Pacific Daylight Time
Run By: Beth Anglin
Table name: change_request

Change Request

Number:	CHG0030022	Approval:	Approved
Requested by:	Beth Anglin	Type:	Normal
Category:	Other	State:	Implement
Configuration item:		On hold:	false
Priority:	3 - Moderate	Conflict status:	Not Run
Risk:	Moderate	Conflict last run:	
Impact:	3 - Low	Assignment group:	CAB Approval
		Assigned to:	

Short description:

Home Insurance Website throws an error when picking 1.5 and 2.5 story options on property page

Description:

Website users are unable to pick options with decimal values from the Dwelling Style options menu. When they pick 1.5 or 2.5 the web application crashes. This is due to a datatype mismatch between the webpage and the database. To fix this issue, there needs to be a change to the database to make the Dwelling_Style option match what is shown on the website

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

This change will allow the users to pick the correct Dwelling Style option for the home and also add stability to the website and fix crashing issues

Implementation plan:

Because there will need to be changes done to the database, the site will have to go down for maintenance for about an hour. To implement this change I will

1. Make a copy of the current source files for the website so that I can work on the changes offline and also have a backup copy for restoration purposes
2. Make the changes that are needed for the websites web page
3. Shutdown website for maintenance so that I can make the database changes
4. Spend the rest of the time testing the changes I have made.
5. Once everything checks good I will go live with the new changes

Risk and impact analysis:

There is no risk because there will be a back up of user data and the current version of the website. Also the changes being made are minor so that also makes sure that there is no risk

Backout plan:

The backout plan to this change will be to restore the database

Test plan:

I will test these changes during maintenance

Schedule

Planned start date:	2018-05-09 13:53:57	Actual start date:	2018-05-09 11:46:56
Planned end date:	2018-05-09 15:54:12	Actual end date:	
CAB required:	true	CAB delegate:	
CAB date:	2018-05-09	CAB recommendation:	

Conflicts

Notes

Watch list:

Work notes list:

Additional comments:

Work notes:

Closure Information

Close code:

Successful

Close notes:

Made changes to website and was able to successfully input changes to database.

Related List Title:

Conflict List

Table name:

conflict

Query Condition:

Change = CHG0030022

Sort Order:

None

None

Related List Title:

Approval List

Table name:

sysapproval_approver

Query Condition:

Approval for = CHG0030022

Sort Order:

Order in ascending order

12 Approvals

State	Approver	Assignment group	Comments	Created
No Longer Required	Ron Kettering	CAB Approval		2018-05-09 10:54:38
Approved	Joseph Robinson	CAB Approval		2018-05-09 10:54:38
No Longer Required	Howard Johnson	CAB Approval		2018-05-09 11:03:55
No Longer Required	Christen Mitchell	CAB Approval		2018-05-09 10:54:38
Approved	Joseph Robinson	CAB Approval		2018-05-09 11:03:55
No Longer Required	Howard Johnson	CAB Approval		2018-05-09 10:54:38
No Longer Required	Luke Wilson	CAB Approval		2018-05-09 11:03:55
No Longer Required	Bernard Laboy	CAB Approval		2018-05-09 10:54:38
No Longer Required	Ron Kettering	CAB Approval		2018-05-09 11:03:55
No Longer Required	Bernard Laboy	CAB Approval		2018-05-09 11:03:55
No Longer Required	Luke Wilson	CAB Approval		2018-05-09 10:54:38
No Longer Required	Christen Mitchell	CAB Approval		2018-05-09 11:03:55

Related List Title: Change Task List
Table name: change_task
Query Condition: Change request = CHG0030022
Sort Order: Number in ascending order

2 Change Tasks

▲ Number	Short description	State	Assignment group	Assigned to	Expected start	Actual end
CTASK0010019	Post implementation testing	Open			2018-05-09 11:46:57	
CTASK0010020	Implement	Open			2018-05-09 11:46:57	

Related List Title: Problem List
Table name: problem
Query Condition: Change request = CHG0030022
Sort Order: Number in descending order

1 Problems

▼ Number	Short description	State	Assignment group	Assigned to	Configuration item	Related Incidents
PRB0040020	Home Insurance Website throws an error when picking 1.5 and 2.5 story options on property page	Closed/Resolved		Beth Anglin		1

Related List Title: Incident List
Table name: incident
Query Condition: Change Request = CHG0030022
Sort Order: Assigned to in descending order

1 Incidents

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010059	2018-05-09 10:04:38	Home Insurance Website throws an error when picking 1.5 and 2.5 story options on property page	Alissa Mountjoy	3 - Moderate	Resolved	Software		Muhammad Abdul-Qayyum	2018-05-09 12:12:48	beth.anglin