**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*Incident template to create Prod task to Build Masters/ Oracle Migrations during Deployment**

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Build Masters/ Oracle Migration Teams. You can use following guideline to communicate the following to support the locked Prod task enhancement. Any question, please reach out to Change Management Team (IS).

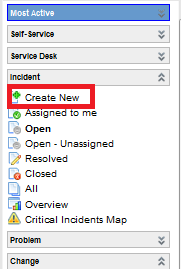
Please send this information within the Incident to the Deployment team working on your change and please copy “Change Management (IS)” to ensure proper status assignment of change request.

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This informational email is to guide you through the process of creating an Incident to request new Prod Task and deployment resources required outside of normal planned activity detailed on a Change Request fully approved in “**Ready to Deploy**” state. This process is generally required during the actual deployment however if your change is still in planning phase days before **Prod Start Date** you can request a **RESET** of your change request to reassess your work orders.

We request your team open an Incident (not Help Desk) with the following information clearly detailed so **Deployment Team** can assign and track additional resources required during implementation. Once this has been assigned to the Deployment team they will proceed with creation of additional Production Task to continue deployment.

The following information should be contained within Incident and “Opened By” Change Owner/ Project Team member **NOT THE HELP DESK**. If opened by Help Desk this will delay remediation required from deployment Team. You will need to access SNOW Incident Module here…once you open a new record you can fill in the required fields.



1. **Affected User** - will be Project Team member not Help Desk
2. **Opened By** - will be **Project Team member** not Help Desk
3. **Business Service** - will be same Business Service on the failed Change Request.
4. **Assignment group** – this will be a deployment team either “**Build Master**” or “**Oracle Migration**”
5. **Assigned to** – this will be managed by the Deployment team but will be current deployment resource assigned. You do not need to fill
6. **Short Description** – “Request for Deployment Resources to resolve missed Prod task/ Breakfix/ Failed implementation: *<<Please enter the Change Request here>>*
7. **Description** –
   1. This request is for the **Oracle Migration** team to assign additional resources due to failed deployment.
      1. **The reason for this rework is the following:** <<missed Prod task>>, <<redeployment>>, <<new code deployment>>,  <<rollback of code>>, <<other>>
      2. **The creating of a new Prod task or assigning additional resources will impact the following systems**: *<<Please fill in information on impact to systems HMS systems? HDMS system? Fusion?>>*
      3. Has the missed Prod Task, updated code or revert of the code been tested and proved to resolve the failed deployment during maintenance window?? <<*Please provide details to capture>>*
   2. This request is for the **Build Masters** to assign additional resources due to failed deployment. The reason for this failure is the following
      1. **The reason for this rework is the following:** <<missed Prod task>>, <<redeployment>>, <<new code deployment>>,  <<rollback of code>>, <<other>>
      2. **The creating a new Prod task or assigning additional resources will impact to the following systems**: *<<Please fill in information as related to Distributor functionality? HPS?>>*
      3. Has the missed Prod Task, updated code or revert of the code been tested and proved to resolve the failed deployment during maintenance window?? <<*Please provide details to capture>>*
8. **Resolution Information Tab** – please enter **Cause Code**: <<*Caused By Change>>*
9. **Related Records** – Please query change request and enter within “**Caused by Change”** field