**Network PCA Form**

**Request Information**

***Requestor Name:*** Michael Midkiff

***Requestor Job Title:*** System Engineer

***Requestor Site:*** Automation Engineering

***Date:*** 3/1/22

***Triggering Event WO#:*** *N/A*

***Triggering Event TT Link (If Applicable):*** *N/A*

***Brief Description of Root Cause for Triggering Event/Why PCA being requested:***

InControlWare (ICW) deployment throughout the Amazon network has been inconsistent, leading to various user permission issues. These issues have been discovered to increase downtime caused by incorrect use of ICW. Resulting in increased troubleshooting/fault clearing when permissions are missing. ICW currently falls out of the 3rd party software guidelines outlined by global IT. PCA is being released to eliminate unnecessary users with ICW access and to update all current users to the correct permission. PCA will bring ICW one step closer to the IT software specifications.

***Equipment Model/Models Impacted:*** *InControlWare (ICW)*

***EAM Profile:*** *N/A*

***Sites Impacted:***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| AKC1 | CMH1 | FTW6 | KSBD | MKE1 | ORF3 | TUS2 |
| AUS2 | CMH2 | HOU2 | LAS1 | MKE2 | PCW1 | VGT2 |
| AUS3 | CMH3 | HOU6 | LAS7 | MKE5 | SAT1 | YOW3 |
| AZA5 | CMH4 | IGQ1 | LAX9 | MQY1 | SDF1 | YYC1 |
| BDL4 | CVG9 | IND5 | LGA9 | MTN1 | SDF4 | YYZ4 |
| BFI4 | DAL3 | JAN1 | LGB7 | OAK5 | SJC7 | YYZ7 |
| BFL1 | DEN3 | JAX2 | LIT1 | OKC1 | SNA4 |  |
| BOI2 | DEN4 | KCVG | MCO1 | OMA2 | SYR1 |
| CHA2 | DSM5 | KLAL | MEM1 | ONT5 | TPA2 |
| CLE3 | EWR9 | KRB4 | MKC6 | ORF2 | TUL2 |

**General PCA WO Information**

***PCA Work Order Description:***  *ICW Group Standardization MCM*

***Is LOTO/MTHA needed?:*** *No*

***# of Techs required to perform task:*** *1*

***Requested PCA Due Date:***  7/30/22

***Enter General Task instructions for WO:***

* - Generate child MCM off parent MCM: [MCM-50556041](https://mcm.amazon.com/cms/MCM-50556041)
* - Generate a PO for Intelligrated. Correct PO from the proposals are located on the parent [MCM-50556041](https://mcm.amazon.com/cms/MCM-50556041).
* - Site CSE is trained on ICW admin tasks prior to MCM deployment by designated System Engineer from AE Team.
* - Coordinate with Intelligrated (call hotline) to schedule deployment time
* *-* Deploy ICW changes during planned 2-hour DTW.
* *-* CSE inspects each login group added by Intelligrated to confirm each group has correct permissions/access
* *-* CSE generates individual logins for each RME user, and ensures Operations has access to their generic Operations login.
* - After creating ICW logins and providing them to all users, CSE removes old groups/logins that are no longer part of the ICW standard.
* - Once all above steps are completed, update [Quip](https://quip-amazon.com/leHxAU8JtIQl/ICW-Permissions-Update-MCM-Tracker) for site and mark PCA as “Completed”

***Is there a network MCM/CR for this PCA request:*** *Yes*

***If Yes, provide link:*** [MCM-50556041](https://mcm.amazon.com/cms/MCM-50556041)

***Is a PO required for this PCA (Yes or No?):*** *Yes*

***Are the sites responsible for submitting PO (Yes or No or N/A?):*** *Yes*

***If No, provide PO/Tracking information for the impacted sites below:*** *Sites are required to submit PO to Intelligrated.*

*(Please see* [*Quip*](https://quip-amazon.com/leHxAU8JtIQl/ICW-Permissions-Update-MCM-Tracker) *for proposal number to reference)*

**PCA Instruction Below:**

1. Generate child MCM off parent for your site, and get approved.
2. Once approved work with finance to generate a PO for Intelligrated. **Correct PO from the proposals are located on the parent** [MCM](https://mcm.amazon.com/cms/MCM-50556041). Make sure you make the PO to pay for the Intelligrated proposal that has your site code on it! This can be found in the “Scope of Work” section of each proposal attached to the parent MCM. Please update [Quip](https://quip-amazon.com/leHxAU8JtIQl/ICW-Permissions-Update-MCM-Tracker) as you progress with PCA.
3. Once the PO is sent to Intelligrated and they’ve received payment, contact the hotline to setup a time to deploy the update.
4. Once date is decided on share this information with your site SE from the AE so they can assist if any issues are present!
5. Site CSE should work with your site SE from the AE team to review the documents: “ICW Admin Training”, and “ICW Admin Training, and User Standards” attached to the parent MCM. These documents will train the site CSE on their admin duties until this process is automated in the future.
6. Deploy MCM with Intelligrated support. Confirm each user group functions as intended and each ICW login has all intended tabs, and access levels.
7. Site CSE will generate new logins for each RME user, following the “ICW Admin Training, and User Standards” guidelines. Operations will retain their generic user. **\*Site RME/Operations will use existing logins until CSE finishes creating all required user logins\***
8. Once all users have the newly generated logins, site CSE will delete old users/groups that are no longer part of the ICW standard. **(If any issues with deployment are present contact your site SE.)**
9. Once all above steps are completed, update [Quip](https://quip-amazon.com/leHxAU8JtIQl/ICW-Permissions-Update-MCM-Tracker#temp:C:XeL467c3f82f60ceb0269d10e407) for site and mark PCA as “Completed”