Ticket #IS214-692194

Status	Closed		**Name**	G5T5 User
Priority	Normal		**Email**	hlng.2017@sis.smu.edu.sg
Department	Support		**Phone**	
Create Date	3/6/19 4:08 PM		**Source**	Web

Assigned To	G5T5 Tier 1 Agent		**Help Topic**	Change Request
SLA Plan			**Last Response**	3/13/19 6:01 PM
Due Date			**Last Message**	3/6/19 4:08 PM

Ticket Details

Team:	G5T5

[G5T5] Upgrade SCP Product

3/6/19 4:08 PM	G5T5 User

Monday, March 25, 2019 3:25 PM

Hi Teams,

The SCP product requires an upgrade. The upgrade package consists of two changes:
1. A text change on the website home.html page
2. A security enhancement

You are expected to follow your own team's change process using the ESM ticketing system and obtaining appropriate approvals.

The change should be completed before 12 noon on 13th March 2019 and the quality of the change is more important than the speed of the change.

All the files and instructions are at the following githublink: https://github.com/profRaf/SCP.git

Change 1:
• Our website developer partner **Fantasma Web Services** released the SCP 1.2.0 product update, there is a new home.html file to replace our current corporate website. The folder is SCP and contains the full Django Project. You are only required to update the home.html
• There is a minor text change to be performed within the home.html file and the configuration instructions are included in the product update file available at https://github.com/profRaf/SCP/tree/master/release

Change 2
• Our QA division created a script to enhance the system security that must be applied to all company instances. This includes your lab and test environments.
• This script will need to be executed on all company instances.
• Script readme: https://github.com/profRaf/SCP/tree/master/scripts/security/EVE-2019-0001

Remember, quality of change is more important than the speed of the change. Please use the new email addresses for all official project communications:
• CEO - defines the business objectives - is214ceo@gmail.com
• COO - approves all changes - is214coo@gmail.com
• Product manager - requests changes - is214pm@gmail.com
• Release manager - releases the build - is214rm@gmail.com

Best regards,
The Product Manager

3/6/19 4:48 PM	G5T5 Tier 1 Agent

Monday, March 25, 2019 3:25 PM

Dear G5T5 User,

Thank you for contacting IS214-IT Operations Team. Your ticket is well received. We are looking into your request and will get back to you within 3 business days.

Regards,
IS214-IT Operations

3/6/19 4:50 PM Ticket Assigned to G5T5 Tier 2 Agent   G5T5 Tier 1 Agent

Please assess change request. Thank you!

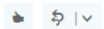**3/8/19 11:37 AM**   G5T5 Tier 2 Agent

IS214 ESM G5T5 Change Request Approval

CI COO IS214 <is214coo@gmail.com>
Today, 9:07 AM

Approved
...

On Wed, 6 Mar 2019 at 17:37, Keeve QUAH Lian Wei <keeve.quah.2017@business.smu.edu.sg> wrote:
Good Evening COO,

The IT operations team received a change request to upgrade the SCP system, Ticket #IS214-692184, this evening. There are two tactical changes to be made, and both can be implemented quickly. The impacts of the two changes are as follows:

1. A minor text change is to be made:
   - Project resources: Low, estimated man-hours allocated will be low
   - System: Low, as the text change is isolated and will not affect other components of the system
   - Risk: Low
   - Man-hours required: 15 minutes

1. A security enhancement:
   - Project resources: Medium, as man-hours have to be allocated to the implementation of the script and testing afterward
   - System: Medium
   - Risk: Low
   - Security: Medium
   - Man-hours required: 1 hour

The IT operations team request your approval in implementing the above changes. We look forward to your quick response, and have a great day ahead.

Best regards,
Keeve Quah
IT Operations Team, G5T5
Business Analyst

The change request has been approved, please implement the changes. Thank you!

3/10/19 3:42 PM Receipt Acknowledgement   G5T5 Tier 3 Agent

We are currently attending to the case and a status update will be provided in the shortest time possible.

3/10/19 4:11 PM Ticket Assigned to G5T5 Tier 1 Agent   G5T5 Tier 3 Agent

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Monday, March 25, 2019 3:25 PM

Change request has been completed.

3/10/19 4:16 PM	G5T5 Tier 1 Agent

Dear G5T5 User,

We are pleased to inform you that the change request has been completed.

Thank you for contacting IS214 IT Operations Team and it has been our pleasure serving you.

Regards,
IS214-IT Operations

3/10/19 4:18 PM Status Changed	G5T5 Tier 1 Agent

The changes has been made.

3/13/19 6:01 PM	G5T5 Tier 1 Agent

Successful update of the website, end user has approved to close the ticket. Should any issue be found, we will re-open the ticket.