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| **RFC Reference No** |  |

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| **(1) Identification** | | | |
| Change Requestor | Susan Pickles | Request Submission Date | 24/4/12 |
| Originating Area | Online | Proposed Change Date/Time | 27/4/12 6pm |
| Service & Category | *SAGE.CO.UK* | Computer System(s) affected | *NVMP1ALFRES01*  *292162-P-ALFWEB-01.sagers.com*  *292164-P-ALFWEB-02.sagers.com*  *298775-P-ALFWEB-03.sagers.com*  *298776-P-ALFWEB-04.sagers.com* |

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| Description of proposed Change | Update the Alfresco instance with new and updated web forms, add new content and update related content. Update the Midas web application on the Glassfish instances. These are Sprint 3 changes for the sage.co.uk enhancements project. |
|  | This should include the reason for the change, the benefits gained as a result. Consequences of change not being implemented. Any references i.e. Incident or Problem Record triggering RFC etc |

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| Requires Alert Suppression? | No |
|  | Does this change require Rackspace site scope suppression?  If the change is completing non service impacting, then the answer should probably be no. |
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| Any known Risks | The Alfresco instance will be unavailable during the release. This affects content management for sage.co.uk, tassoftware.co.uk, coretime.com and sage.ie. Two nodes at a time will be taken out of the Rackspace load balancer. This will increase load temporarily on the remaining servers, hence the change is being made out of hours. |
|  | Details of any risks involved in implementing the change. E.g. areas of the system affected/changed or any potential impact on service delivery? Any counter measures identified? Any potential impact on Information Security Policy? |
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| Success Criteria | Relevant bugs have been resolved (see attached release note), new functionality is available and the existing sage.co.uk site remains intact |
|  | Details of what checks are to be made to confirm that the change has been implemented successfully and meets the objectives set out in the *details of change* |

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| Back-out/Recovery Plan | Rollback file systems and database to backup versions. |
|  | Full details of what action should be taken to regress the change in the event of failure. This should include any specific escalation instructions |

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| Test Plan | Retest relevant bugs (see attached release note) |
|  | Full details of what action should be taken to carry out full testing including any interdependent system Testing. |

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| Change Priority | **Medium** | |  |
| Change Classification | **Standard** |  | |

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| **(2) Peer Review** | |
| Reviewer(s) & Position | N. Tait |
| Review Date | 24/04/2012 |

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| **(3) RFC Review by Incident Management** | |
| Reviewer(s) |  |
| Review Date |  |

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| Status | **Approved** | **□ Declined** **□** | **Re-Scheduled □** | **Incomplete □** |

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| **(4) CAB Authorisation** | | |
| Approver(s) |  |  |

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| **RFC Status** | **Approved □** | **Declined □** |
| Reason for CAB refusal |  | | |

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| **Sage Online Change Request Ref No (CR)** |  |  |
| **External CR Ref No**  **(If Known)** |  |  |

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| **CAB Scheduled Implementation Date/Time** |  |  |

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| **(5) Implementation/Test/Closure** | | |
| Change implemented | Yes **□** | No **□** |
| Change successful | Yes **□** | No **□** |
| Back out/Recovery plan executed | Yes **□** | No **□** |

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| **Form Recorded** | **Yes □ / No □** | **Location** |  |

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| **Change Successful** | **Yes □ / No □** |  |  |



Detailed Change Implementation Plan and required resource

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| Action | Date | Owner |
| (Live release only) Back up Alfresco database and filesystem | 27/4/2012 | K.Brady/P Errington/P Forster |
| Back up docroot on Rackspace servers | 27/4/2012 | K.Brady/P Errington |
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| Make sure the target sandbox for the release has no existing submitted or unsubmitted changes | 27/4/2012 | K.Brady/P Errington |
| Apply new web forms to Sage.co.uk project and update/add related content in sage.co.uk | 27/4/2012 | K.Brady/P Errington |
| Migrate any content that requires migration due to schema changes or similar | 27/4/2012 | K.Brady/P Errington |
| Push changes from the local sandbox to staging | 27/4/2012 | K.Brady/P Errington |
| Regenerate all affected web forms on sage.co.uk | 27/4/2012 | K.Brady/P Errington |
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| ONLY once testing of content and functionality available in the UI and Alfresco has been approved should the web application and any related changes (e.g to glassfish config, head.html, default-web.xml or the post-deployment processor) be performed – this allows us to back out from unsuccessful Alfresco changes without affecting the live site. | 27/4/2012 | K.Brady/P Errington |
| Back up the midas-web.war by renaming /opt/midas/midas-web.war to /opt/midas/midas-web-previous.war overwriting any existing backup (Live release only – repeat this on all four nodes) | 27/4/2012 | K.Brady/P Errington |
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| (Live release only) Disable nodes 1 & 2 for sage.co.uk in the load balancer by renaming /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.html to /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.html.bak as the glassfish user on nodes 1 and 2. | 27/4/2012 | K.Brady/P Errington |
| (Live release only) Pause for a minute to allow load balancers to react. Deploy the midas web application midas-web.war to the web server nodes 1&2 | 27/4/2012 | K.Brady/P Errington |
| (Live release only) Enable nodes 1 & 2 for sage.co.uk in the load balancer by renaming /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.htm.bak to /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.html as the glassfish user on nodes 1 and 2. | 27/4/2012 | K.Brady/P Errington |
| (Live release only) Pause for a minute to allow the load balancer to pick up the re-enabled nodes | 27/4/2012 | K.Brady/P Errington |
| (Live release only) Disable nodes 3& 4 for sage.co.uk in the load balancer by renaming /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.html to /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.html.bak as the glassfish user on nodes 3 and 4. | 27/4/2012 | K.Brady/P Errington |
| (Live release only) Pause for a minute to allow load balancers to react. Deploy the midas web application midas-web.war to the web nodes 3&4 | 27/4/2012 | K.Brady/P Errington |
| (Live release only) Enable nodes 3 & 4 for sage.co.uk in the load balancer by renaming /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.htm.bak to /opt/midas/glassfishv3/glassfish/domains/domain1/docroot/lb.html as the glassfish user on nodes 3 and 4. | 27/4/2012 | K.Brady/P Errington |
| (Live release only) Pause for a minute to allow the load balancer to pick up the re-enabled nodes | 27/4/2012 | K.Brady/P Errington |
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#### Detailed Test Plan (inc UAT) and required resource

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| Action | Date | Owner |
| 1. Test bugs as listed in attached document. | 27/4/12 | Hein Delport |
| 1. Test new functionality is present as detailed in attached document | 27/4/12 | Hein Delport |
| 1. Regression test sage.co.uk once all content is released to live | 27/4/12 | Hein Delport |

#### Detailed Back out/Recovery Plan and required resource

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| Action | Date | Owner |
| 1. Rollback midas-web.war to previous version, rollback database and filesystem to backed up versions. | 27/4/12 | K.Brady/P Errington/P Forster |
| 1. (If necessary) Roll back docroot to previous version on Rackspace servers | 27/4/2012 | K.Brady/P Errington |

(Double click below doc to open)

