***Version History***

|  |  |  |  |
| --- | --- | --- | --- |
| **Author** | **Date** | **V** | **Description** |
| ASIAPACIFIC\_DAIZHEN | 2011-9-19 | 1.0 | Initial Document. |

*Note: always use the right case for names:*

* *use the OVSC table name for the “type of element” column (“link”, not “Link”)*
* *use the actual name in the “Name” column. If more than one field is used as a key, list all key values*

|  |  |
| --- | --- |
| **Impact Checklist** | **Y/N** |
| Infrastructure Considerations |  |
| Are there any infrastructure dependencies? (including ServiceCenter versions) | N |
|  |  |
| Integration Considerations |  |
| Are there any impacts on existing interfaces? (e.g. JET, HPSX, etc.) | N |
| Are there any new interfaces required to complete the implementation? | N |
|  |  |
| Localization Impacts |  |
| Are any customer-facing forms going to be modified? | N |
| Is Super User functionality being changed? | N |
| Are any localized global lists being modified? | N |
| Are any customer-facing notifications being added or changed? | N |
| Are there any other potential impacts on localization? | N |
|  |  |
| On-boarding Impacts |  |
| Are you changing a Table/File which is currently part of Customer Data On boarding? | N |
| Does the Table/File you are changing contain customer specific data and needs to be loaded/updated if a new customer is deployed? | N |
| Are you Adding or modifying a Field related to Customer Configuration Data? | N |
| Are you adding drop down values related to Customer Configuration Data? | N |
| Are you adding/changing constraints/links/relationships for Customer Configuration Data and other tables? | N |
| Are any new operator profiles being added? | N |
| Are any new capability words being added? | N |
|  |  |
| Documentation and Training Impacts |  |
| Has the process workflow changed requiring L3 documentation changes? | N |
| Are any new agent facing fields, buttons etc. being added or changed that will require changes to training and/or documentation? | N |
| Are changes to Operational Instructions required? | N |
|  |  |
| Move to Production Impact |  |
| Does any data existing in production require modification? | N |

| **Type of element** | **Name** | **Date** | **Description** |
| --- | --- | --- | --- |
|  |  |  | «Description» |

***Summary of dbdict changes (added, deleted or modified fields)***

For all new fields, define in the datadict whether they should be made visible to Web Services ("exclude from API"). Without an explicit definition, all such fields will be made visible. If a field must be made visible, define explicitly its data type and API Name (e.g. "ThisIsMyAPIName")

Also if the field will be exposed to end-users, please make sure appropriate “help” information is made available.