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| **RFC#** |  | **Document Author** |  |

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| **Resource #1** |  | **Phone #** |  | **Alt. Phone #** |  |
| **Resource #2** |  | **Phone #** |  | **Alt. Phone #** |  |
| **Resource #3** |  | **Phone #** |  | **Alt. Phone #** |  |
| **Resource #4** |  | **Phone #** |  | **Alt. Phone #** |  |
| **Resource #5** |  | **Phone #** |  | **Alt. Phone #** |  |

**Section 1: Testing**

Answer the following questions regarding deployment and back out testing activities that were performed for this change.

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|  | **IMPLEMENTATION PLAN** | | | | | YES | NO |
| **1** | **Was this Implementation Plan tested?**  *If “****NO****” please explain why.* | | | | | X |  |
|  | *Type Your Explanation Here:* | | | | |
| **2** | When was the test performed? | DATE | 6/28/2015 | TIME | 10:47 |
| **3** | Where was the testing performed (Dev, QC, Prod?) | | | | |
|  | *GREEN - QA* | | | | |
| **4** | Who performed the test? (Dev, QC, Prod?) | | | | |
|  | *CORINA Ortiz-Pensado* | | | | |
| **5** | What were the results of the testing? | | | | |
|  | *SUCCESSFUL RETURN OF DATA* | | | | |

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|  | **BACKOUT PLAN** | | | | | YES | NO |
| **1** | **Was this Back out Plan tested?**  *If “****NO****” explain why not*. | | | | |  |  |
|  | *NA – VIEW UPDATE* | | | | |
| **2** | When was the Back out test? | DATE |  | TIME |  |
| **3** | Where was the Back out tested (Dev, QC, Prod?) | | | | |
|  | *Type Your Answer Here:* | | | | |
| **4** | Who performed the Back out test? | | | | |
|  | *Type Your Answer Here:* | | | | |
| **5** | What were the results of the Back out test? | | | | |
|  | *Type Your Answer Here:* | | | | |
| **6** | Should a Back out be necessary, who will authorize the execution of the Back out Plan? | | | | |
|  | *Type Your Answer Here:* | | | | |

**Section 2: Implementation Plan**

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|  |  | | | | | | **YES** | | **NO** |
| **1** | **Does this implementation require an outage?**  ***If yes, please notify the Service Desk of the expected impact*** | | | | | |  | | **X** |
|  | **Outage Start** | | **Outage End** | | | **Duration** |
|  | ***Date/Time*** | | ***Date/Time*** | | | ***Hours/Minutes*** |
| **2** | **Will the results of this change take effect immediately?**  *If* ***NO****, please answer questions 2a & 2b* | | | | | | **X** | |  |
|  | **2a - What activity causes this change to take effect? (IPL, Stop & Start Application, etc.)** | | | | | |
|  | ***EXECUTION OF THE UPDATE SCRIPT*** | | | | | |
|  | **2b – On what date and time will this staged change will go into effect?** *(Based on 2a)* | | | | | |
|  | **DATE** | **9/30/2015** | | **TIME** | **2000 HRS** | |
| **3** | **Does Implementation impact Data Warehouse Views?** | | | | | | **X** |  | | |
|  | **If Yes, Has Data Warehouse been notified of implementation?** | | | | | | **X** |  | | |

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| IMPLEMENTATION TASKS *Describe the implementation method to be used for this RFC (i.e. Automation, Manual Deployment etc.) Also, In order of execution, please list* ***all*** *tasks necessary to complete implementation of your change. Identify the group and/or individual that will be assigned to perform each task.* | | |
| *Type Your Description Here:* | | |
| **Task #** | Task Description | Assigned To |
|  | EXECUTE UPDATE SCRIPT | TM DBAS |
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| **VALIDATION PROCESS**  *Describe the verification/validation process to be used in determining a successful deployment. Outline* ***all*** *tasks necessary to complete the validation.* | | |
| ***Type Your Description Here:*** | | |
| **Task #** | Task Description | Assigned To |
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**Section 3: Back out Plans**

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| BACK OUT CRITERIA *Describe the criteria for backing out this change (i.e. application generates errors, install fails, new requirements that may impact production are identified during the deployment etc.)* |
| *NA – IF SCRIPT FAILS, VIEW IS NOT CHANGED* |

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| BACK OUT PROCEDURES *Describe the method to be used for backing out this RFC (i.e. Automation, Manual Deployment etc.) Also, In order of execution, please list* ***all*** *tasks necessary to complete the back out of your change. Identify the group and/or individual that will be assigned to perform each task.* | | |
| *NA* | | |
| **Task #** | Task Description | Assigned To |
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**Section 4: Security Assessment**

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| Security Assessment *Describe the security implications and requirements necessary to implement this change. Ensure that endpoints (e.g., laptops, desktop, server and other mobile and network devices or software) are secured at a level that is equal to or greater than the defined security requirements of the information processed, stored or transmitted.* | | |
| *NA* | | |
| **Task #** | Task Description | Assigned To |
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**Section 5: Communication Plan**

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| COMMUNICATIONS PLAN *Briefly describe your communication plan. Provide specific contact information in the table below.* | | | | | | |
| *PASS SCRIPT TO TM DBAS THAT UPDATES* view\_EDW\_RewardUserDetail | | | | | | |
| Contact #1 |  | | Phone# |  | Alt Phone# |  |
| Reason for Contact |  | | | | | |
| Contact When? | Date |  | Time |  | | |
|  | | | | | | |
| Contact #2 |  | | Phone# |  | Alt Phone# |  |
| Reason for Contact |  | | | | | |
| Contact When? | Date |  | Time |  | | |
|  | | | | | | |
| Contact #3 |  | | Phone# |  | Alt Phone# |  |
| Reason for Contact |  | | | | | |
| Contact When? | Date |  | Time |  | | |
|  | | | | | | |
| Contact #4 |  | | Phone# |  | Alt Phone# |  |
| Reason for Contact |  | | | | | |
| Contact When? | Date |  | Time |  | | |
|  | | | | | | |
| Contact #5 |  | | Phone# |  | Alt Phone# |  |
| Reason for Contact |  | | | | | |
| Contact When? | Date |  | Time |  | | |
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| **Do any of the following groups need to be part of the communication plan?** | | **NO** | **YES** | **Contact Information** |
| **1** | **Service Desk** | **X** |  |  |
| **2** | **Application Support Group** | **X** |  |  |
| **3** | **External Customers and/or Vendors** | **X** |  |  |
| **4** | **Others** | **X** |  |  |
| **5** |  |  |  |  |
| **6** |  |  |  |  |
| **7** |  |  |  |  |
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**Section 6: Risk Assessment Plan**

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| *Answer the following questions in regards to risk involved for this change.* | | **YES** | **NO** | **COMMENTS** |
| **1** | **Does this Change require an outage? (If so please ensure the proper notifications are sent.)** |  |  |  |
| **2** | **Is the production environment the only operational environment for this (service/application/system)?** |  |  |  |
| **3** | **Does this Change require external vendor support (i.e. Microsoft, IBM, Xerox, etc.)** |  |  |  |
| **4** | **Would a backout plan first be executed in the production environment? (i.e There are no means of testing a backout plan in a test environment.)** |  |  |  |
| **5** | **Does this Change impact a revenue generating or external customer facing system? (Verify services impacted.)** |  |  |  |
| **6** | **If the Change fails, will it have a negative impact on the business or other changes? (i.e. Unable to meet a project requirement)** |  |  |  |
| **7** | **If this Change goes past the deployment window, will it have an adverse impact? (i.e. Conflict with other Changes, exceed agreed upon maintenance window, etc.)** |  |  |  |
| **8** | **Is this Change scheduled outside the agreed upon maintenance window? (Ensure arrangements are made with the customer.)** |  |  |  |
| **9** | **Does this Change support resolution of a Major Incident or Problem?** |  |  |  |
| **10** | **Is this Change being performed on a shared environment? (i.e VM Host, Azure Cloud, Network Infrastructure, etc.)** |  |  |  |

**\*\* Attach this document to the Microsoft System Center RFC \*\***