# IT Request for Change (RFC) Implementation Plan

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| CHG0182305 | |
| Change Description | Fuel Rewards ETL job.  ETL job BCK107 is contending with the Mainframe DB reorg and as requested by Mainframe DBA, changing the execution timing for BCK107. |
| PKG # XXXXXXXXXXXXX  Manual change | RTS or SES Change  Project Associated Change |

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| Plan Version number: | 1.0 |
| Date: | 03/09/2016 |
| Author & Ext: | Jagadesh J N & 86960 |
| Confirmed by: | Brenda Stinson |

##### Document Purpose:

The purpose of this document is to provide detailed instructions for the implementation and verification of a change to any production system in The Home Depot’s information technology environment.

##### Audiences:

* The person(s) or team(s) implementing the change
* All RFC approvers
* IT Change Management team
* IT Operations teams
* IT Problem Management team
* Members of the IT Implementation Review Board

## IT Operations Tracking Information (Required for RFCs with manual steps)

**For all changes with manual steps, please check in with IT Operations using the following contact information:**

* (Effective 3/23/2009) **During** the standard change implementation windows, call 1-866-579-8110, passcode 651358.
* When implementing **outside** the standard change implementation windows, call Operations at x12000 or x30090, option #2

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| **Implementation Contact Information** *(Name and contact information at time of implementation)* | **Jagadesh J N** |
| **Check-in Time** | **03/15/2016 09:00:00** |
| **Estimated Time of Day that Post-Implementation Verification Will Begin** | **03/15/2016 13:00:00** |
| **Estimated Time of the day Back out begin** | **03/15/2016 14:00:00** |
| **Estimated Time of Day for Completion** | **03/15/2015 23:59:59** |

| Implementation Checklist Please answer all questions to ensure the quality of your change. | | | | |
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| *Previous uses of this plan* | **Yes** | **No** | **N/A** | |
| 1. Has this **implementation / backout** plan ever been successfully tested?   If yes, by whom? XXXX With what RFC? CHG0193315 | X |  |  | |
| *Source Code Control* | **Yes** | **No** | **N/A** | |
| 1. Has your application code been checked into a Source Code Control System?  Which one?  ClearCase  Endevor  Other   If not, why not: | X |  |  | |
| 1. Has the software deployment associated with this change been tested? | X |  |  | |
| *Notifications and Approvals* | **Yes** | **No** | **N/A** | |
| * 1. **All Implementation Participants**: Are there multiple functional areas required to implement this change? (DBAs, Platform Engineering, Operations, etc.)  If yes, have you included them as approvers on the RFC? |  | x |  | |
| * 1. **Users:** Have the users of this application or system been notified about this planned change? | X |  |  | |
| * 1. **IT Operations:** Has IT Operations approved the support plan that will be used? |  |  | x | |
| * 1. **Workload Management**: If store associate time is required, has WorkLoad Management approved this change? |  |  | x | |
| *Documentation* | **Yes** | **No** | **N/A** | |
| 1. **IT Operations Documentation:** Has System Operations received the updated documentation in the appropriate format? |  |  | x | |
| 1. **Network Operations Documentation:** Have you given the NOC all documentation *(in the approved format)* regarding DNS, IP changes, as well as any LAN/WAN configuration and/or circuit ID changes? |  |  | x | |
| 1. **Help Desk**: Has the IT Help Desk been provided updated documentation in the appropriate format? |  |  | x | |
| *Monitoring* | **Yes** | **No** | **N/A** | |
| 1. Does this change include installing or implementing any new hardware or software? |  | x |  |
| 1. If the answer to #11 was yes, have you contacted the Enterprise Monitoring team to implement monitoring of the new hardware or software? |  |  | x |
| 1. If the change involves a server outage, has the server been scheduled for maintenance mode during the time of the change? |  |  | x |
| *Backups and Failover* | **Yes** | **No** | **N/A** | |
| 1. If the change impacts data, have you established database backup processes with the Server and Storage Engineering group?    1. When will be the last backup be performed prior to your change?: |  |  | x | |
| 1. Is there a failover process on the server? |  | x |  | |
| 1. If you answered question 15 with “yes”, verify the item(s) have been added to fail over menus. If no, ensure item has been disabled during fail over. |  |  | x | |
| 1. Has the fail over process been tested? |  |  | x | |
| 1. For restore capabilities, has the restore process been tested? (data, programs, hardware etc…) |  |  | x | |
| 1. Will this change be implemented on a server that is part of a HACMP (High Availability Cluster Multi Processing) cluster? |  | x |  | |
| *Backout* | **Yes** | **No** | **N/A** | |
| 1. Is the backout time sufficient to restore the environment prior to the start of production in the event a backout is needed? | X |  |  | |
| *SSI Check* | **Yes** | **No** | **N/A** | |
| 1. If this change is going to SSI stores, has the change been verified by all technical teams as safe to implement in the SSI stores? |  |  | x | |
| *SCORE Check* | **Yes** | **No** | **N/A** | |
| 1. If this change is going to SCORE stores or SCORE environment, has the change been verified by all technical teams as safe to implement in the SCORE environment? |  |  | x | |

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| ***RFC Checklist – REQUIRED Completed by the developer/requestor to ensure compliance with change management standards.*** | | |
| ***RFC Type Identification*** | ***Yes*** | ***No*** |
| **Is this a BACKOUT RFC?** If so, begin the “What” field of the RFC description with the words **“BACKOUT RFC**.**”** |  | x |
| **Is the RFC an “EMERGENCY BREAK-FIX”?**  If so, begin the "What" field of the RFC description with the words **“EMERGENCY BREAK FIX.”** |  | x |
| ***“Outside the standard change windows” Implementation Time Approval*** | ***Yes*** | ***No*** |
| **Will this change be implemented *outside* the standard change implementation time windows?** If so, add the following text to the “what” field on the RFC:  **“This change requires director approval to implement outside the standard change windows*.”***   |  | | --- | | **Change Implementation Windows (all times are ET)**  **Mondays**: 00:01 until 06:00  **Tuesdays**: 00:01 until 06:00  **Wednesdays**: 00:01 until 06:00  **Thursdays:** 00:01 until **06:00** - Window closes at 06:00  **Fridays** – No changes are allowed without special approval  **Saturdays** – No changes are allowed without special approval  **Sundays** – 16:00 until 23:59 Infrastructure changes only | | x |  |
| ***Other Approvals*** | ***Yes*** | ***No*** |
| **Did you ensure the QA Analyst a different person from the developer/requestor?** *(This is a requirement.)* | x |  |
| **Are all people or teams involved in the implementation listed as approvers on the RFC?** *(This is a requirement.)* | x |  |
| ***Scheduling*** | ***Yes*** | ***No*** |
| **Is this change going to the stager?** If so, ensure that the stager date is a Thursday and occurs after the change has reached 30-50 stores successfully. |  | X |
| **Does the rollout schedule move faster than standard, i.e., is this an accelerated rollout?**   If so, ensure that an approval from Help Desk management has been documented on the RFC. |  | X |
| ***Emergency Justification*** | ***Yes*** | ***No*** |
| **Is this an emergency RFC?** If so, ensure that the justification for the emergency status has been clearly explained in the “Emergency Justification” field of the RFC. |  | X |

## Dependencies (Required – If none, enter “None”.)

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| --- | --- | --- | --- | --- |
|  | **Description** | **RFC Number  (if applicable)** | **Verification Steps** | **Who will verify?** |
| **1** |  |  |  |  |

## Detailed Implementation Plan (Required)

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| --- | --- | --- | --- | --- | --- | --- |
| **Step #** | **Description** | **Who will complete?** | **Duration** | **Verification step? Yes / No** | **Date** | **Time** |
| **1** | Send a mail to the below group for starting of the RFC Implementation  EDW\_CCC\_CHANGE  ETL Infra Support  ETLProductionSupport   ITO\_TWS\_Maestro\_scheduling  Stinson Brenda,  Janakiramandhanam, Vetriselvam  Chris, Jones | Jagadesh Jn | 00:05 | No | 03/15/2016 | 09:00 |
| **2** | Please implement the following BAS requests into production. | ITO\_TWS\_MAESTRO\_SCHEDULING team | 1:00 | No | 03/15/2016 | 09:05 |
| **3** | Send communication ITO  EDW\_CCC\_CHANGE  ETL Infra Support  ETLProductionSupport  ITO\_TWS\_Maestro\_scheduling  Stinson Brenda,  Janakiramandhanam, Vetriselvam  Chris, JoneS | Jagadesh Jn | 00:05 | No | 03/15/2016 | 10:10 |
| Implementation - Total Duration | | | **01:10** | | | |

## “Continue or Backout” Decision Checkpoints (Required)

These are the decision points during the implementation where it’s determined if the implementation should proceed or should be backed out. **Must have a name of a person who will make the decision to continue or back out the change.**

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| --- | --- | --- | --- | --- | --- |
| **Decision Point** | **When is decision made?** | **Decision Criteria** | **Who will decide?** | **RFF execution date** | **RFC execution time** |
| **1** | After step 2 | If Migration is successful and jobs are changed in Maestro- continue | Jagadesh Jn/Maestro team | 03/15/2016 | 9:00 |
| **2** | After step 2 | If migration is unsuccessful then revoke the changes done to the BCPKT\_D2 schedule | Jagadesh Jn/Maestro team | 03/15/2016 | 10:00 |
| Decision Points - Total Duration | | | *1:00* |  |  |

## Post-Implementation Verification Plan (Required) Please include both a technical verification and a functional verification if applicable.

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|  | | **Description** | **Who will complete?** | **Duration** | **date** | **Time** |
| **1** | Send communication ITO  EDW\_CCC\_CHANGE  ETL Infra Support  ETLProductionSupport  ITO\_TWS\_MAESTRO\_SCHEDULING  Copy Stinson Brenda,  Janakiraman dhanam, Vetriselvam  Chris, Jones | | Jagadesh, Jn | 00:05 | 03/15/2016 | 10:10 |
| 2 | Check if the schedule changes are as expected.  SCHEDULE CPLITA50#BCPKT\_D2  ON RUNCYCLE RULE1 "FREQ=DAILY;"  FOLLOWS INITJOB.@  PRIORITY 50  :  BCK107  # AT 0005  AT 0305  PRIORITY 50  END | | Rajkumar Theivam | 00:05 | 12/30/2015 | 09:05 |
| **5** | Send communication to ITO  EDW\_CCC\_CHANGE  ETL Infra Support  ETLProductionSupport  ITO\_TWS\_MAESTRO\_SCHEDULING  Stinson Brenda,  Janakiraman dhanam, Vetriselvam  Chris, Jones | | Rajkumar Theivam | 00:02 | 12/30/2015 | 13:35 |
| Verification - Total Duration | | | | **01:30** | | |

## Detailed Backout Plan (Required)

If your change should exceed your “downtime window”, you must have a back-out plan. Please include any details below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Description** | **Who will complete?** | **Duration** | **Verification step?  Yes / No** | **Date** | **Time** |
| **1** | Opening the Backout  Send a back out Notification email to the following groups:  EDW\_CCC\_CHANGE  ETL Infra Support  ETLProductionSupport  ITO\_TWS\_MAESTRO\_SCHEDULING  Stinson Brenda,  Janakiraman dhanam, Vetriselvam  Chris, Jones | Rajkumar Theivam | 00:05 | No | 12/30/2015 | 14:00 |
| **2.** | Remove the time dependency of 0305 and uncomment 1205 in maestro sched. |  |  |  |  |  |
| **3.** | Verify the Schedule changes like below  SCHEDULE CPLITA50#BCPKT\_D2  ON RUNCYCLE RULE1 "FREQ=DAILY;"  FOLLOWS INITJOB.@  PRIORITY 50  :  BCK107  AT 0005  PRIORITY 50  END |  |  |  |  |  |
| **6** | Send communication to ITO  EDW\_CCC\_CHANGE  ETL Infra Support  ETLProductionSupport  EDW\_OPS\_DBA  Copy Stinson Brenda,  Janakiraman dhanam, Vetriselvam  Urzendowski, Kimberly | Rajkumar Theivam | 00:05 | No | 12/30/2015 | 15:00 |
| Back out Plan - Total Duration | | | | | **01:30** | |

## Total Time for Change (Required)

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| --- | --- |
| Total Implementation Time | |
| Implementation | **04:00** |
| Decision Points | 01:00 |
| Verification | **01:30** |
| Back out  *(Including alternate back out time*) | **01:30** |
| TOTAL | **08:00** |

## Alternate Backout Plan (Optional)

If your change should exceed your “downtime window”, will you have an alternate backout plan that differs from the plan you listed above? If so, please include any details below.

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| --- | --- | --- | --- | --- |
|  | **Description** | **Who will complete?** | **Duration** | **Verification step?  Yes / No** |
| **1** | *Not required* |  | *hr:min* |  |
| **Last step(s)** | *Include information on how the backout will be verified for success once it has been completed.* |  |  |  |
| Alternate Backout - Total Duration | | | **hr:min** |  |