

A close up of a sign

Description generated with high confidence

{{ api\_name }} {{ platform }} DevOps Change Request Documentation

Procter and Gamble Enterprise API Management

Enterprise Application and Integration

# Purpose

This document is for the use of the API Management Support Team. This will aid in smoother processing of API deployment. It should be clear here all the necessary changes that need to be implemented during the process. It also serves as the storage for the test documents and approvals.

**API Name:** **{{ api\_name }}**

**Version:** **{{ version\_number }}**

**Author:** **{{ developer\_name }}**

**Creation Date: {{ pr\_date }}**

**Document Information**

|  |  |
| --- | --- |
| Application Area | APIM Team/API Owner should add value here based on New Engagement Ticket/Mega ID/ leanix |
| Owners Email | APIM Team/API Owner should add value here based on New Engagement Ticket |
| Region | APIM Team/API Owner should add value here based on New Engagement Ticket/Mega ID/ leanix |

**Approval**

|  |  |  |  |
| --- | --- | --- | --- |
| **Approved by** | **Name** | **Role** | **Date** |
| **Process Team Lead** | TBA | TBA | TBA |
| **Development Team Lead** | TBA | TBA | TBA |
| **Governance Team** | TBA | TBA | TBA |

# Data Flow Diagram

{{ data\_diagram }}

**Data Flow Diagram Structure**

**(P&G Client -> WAF/Cloud Armor -> Authentication Method-> API Policies -> Target/Backend)**

|  |  |
| --- | --- |
| # | **API Policies** |
|  | **{%tr for file in api\_policy\_list %}** |
| **{{ loop.index }}** | **{{ file.name }}** |
|  | **{%tr endfor %}** |

# Test Documentation

[Attach the updated Test Case Excel sheet OR the URL to the document in P&G SharePoint. If this has already been attached to the Change Request ticket, indicate the file name here.]

**{{ test\_document }}**

# Business Sign-off

[Attach the most recent Business Sign-off OR the URL to the document in P&G SharePoint. If this has already been attached to the Change Request ticket, indicate the file name here.]

***{{ pr\_url }}***

# Technical Specifications and Configurations

## General Details

|  |  |
| --- | --- |
| **Category** | **Description** |
| **API Questionnaire** | {{ ritm\_number }} |
| **API URL** | *{{api\_url}}/{{ api\_basepath }}* |
| **Path** | *{{ api\_basepath }}* |
| **Backend URL** | *{{ api\_backend }}* |
| **Criticality of API** | TBA |

## Policy Configuration and Proxy/Target Endpoints

|  |  |  |
| --- | --- | --- |
| # | **API Policies** | **Reference** |
|  | **{%tr for file in api\_target\_list %}** |  |
| **{{ loop.index }}** | **{{ file.name }}** | **{{ file.content | escape }}** |
|  | **{%tr endfor %}** |  |

# Deployment Steps

Fill in the missing details if needed. Otherwise, indicate N/A. If there are additional steps, please feel free to add them. **Ensure ALL required steps are indicated in this document.**

**1. Approvals**

**Before deploying production, the following approvals must be obtained:**

**APIM Team:**

**Apigee X:** procter-gamble/eai\_apigeex\_platform

**Azure:** procter-gamble/eai-azureapim-adminproduction

**Governance Team:** procter-gamble/cnf-gcpcl-its-eai-eng-gov

**2. Merge & Deploy**

**Once approved:**

* The pull request is merged into the main branch.
* CI/CD pipelines are triggered.
* Configuration is deployed to Azure APIM or Apigee X Production Environment.
* A ServiceNow DevOps change request is auto-created—check the Actions tab in GitHub for the request number.

**3. Post-Deployment**

* Begin testing your production API.
* Complete the Post Implementation Review using the provided template.
* The ServiceNow DevOps change will close automatically—no further action needed.

## Deploy the KVM/Name Values

[For the Description and Purpose of Change, please be as descriptive as possible]

|  |  |  |
| --- | --- | --- |
| # | **File Name** | **Kvm Entry** |
|  | **{%tr for kvm in kvm\_list %}** |  |
| **{{ loop.index }}** | **{{ kvm.file\_name }}** | **{{ kvm.kvm\_entry }}** |
|  | **{%tr endfor %}** |  |

## Configure IP of Production for whitelisting:

|  |  |
| --- | --- |
| # | **IP** |
|  | **{%tr for ip in api\_whitelist %}** |
| **{{ loop.index }}** | **{{ ip }}** |
|  | **{%tr endfor %}** |

## API Products

|  |  |
| --- | --- |
| # | Name |
|  | **{%tr for product in product\_list %}** |
| {{ loop.index }} | **{{ product }}** |
|  | **{%tr endfor %}** |

# Backout Plan

**Apigee X**

1. Open the GCP Console and navigate to Apigee X.
2. Go to the specific API.
3. Check for an existing revision:
4. If no revision exists: Undeploy the API.
5. Re-deploy previous version using CI/CD:
   1. Trigger pipeline with the last known working version (rollback commit).

**Azure APIM**

1. Open Azure Portal and navigate to API Management (APIM).
2. Go to the API under the relevant Product/Service.
3. Determine the last stable configuration:
   1. Use GitHub commit history or a previous ARM template (if versioned).
4. Re-deploy previous version using CI/CD:
   1. Trigger pipeline with the last known working version (rollback commit).

**Post-Rollback Actions**

* Notify stakeholders of the rollback.
* Document of the incident (RCA).
* Re-deploy after issue resolution and ServiceNow DevOps change request is auto created.