**Non-Service Affecting**

**Service Affecting**

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| Start Date:  **July 3, 2014** | Start Time:  **1600Hrs**  **Hrs** | | | Completion Date:  **July 3, 2014** | | | Completion Time:  **1700Hrs** |
| Outage Duration:  **1 Hour** | | Columbus Change Order Number :  **TSRM #** **SR223556** | | | | Customer Change Order Number:  **N/A** | |
| Site Name:  **Corporate-IT Curacao** | | | | Columbus Lead (Print Name) :  **Egbert-Jan Mulder** | | Customer Representative (Print Name): | | |
| Change Management Communication:  **Susanna O’Sullivan** | | | | | | | | |

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| **Change Description** |
| 1. Import IBM Tivoli Monitoring (ITM) version 6.2.3 Tivoli Common Reporting (TCR) reports into the Managed Services Netcool environment. |

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| **Reason For Change** |
| This installation is in support of producing server resource utilization reports, as requested. |

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| **Systems/Components Affected** |
| 1. Managed Services Tivoli Integrated Portal (TIP) server - cntipext01.curacao.corp-it.cc (10.255.250.161) |

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| **Persons Performing Change** | | | |
| **Name** | **Role** | **Contact** | **Email** |
| Darin Gowan | gen-E  Solutions Architect | 626-327-7887 | darin.gowan@gen-e.com |
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Detailed below are all the steps necessary to explain the work that is to be performed. Steps will be numbered, and appear in the order in which they will occur.

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| **Procedure Details** |
| **Task one - Import ITM 6.2.3 TCR reports**   1. Copy TCR reporting sources to cntipext01 2. Untar the TCR reporting source files 3. Change into each of the TCR reporting source directories 4. Import the reports    1. ./setup\_linux.bin -i console    2. Define the Cognos and Birt data sources    3. Select all ITM reports |

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| **Rollback Plan** |
| **Task one - Back out ITM 6.2.3 TCR reports**   1. Delete ITM 6.2.3 reports from TCR |

The undersigned have approved the procedures that are described herein. No changes shall be made without the approval of the COLUMBUS, Approving Officer, and Customer Approving Representatives.

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| Customer Approving Representative:  **Andre Foster** | Title:  **CIO** | Phone:  **305-542-4976** | Date: |

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| COLUMBUS Approving Officer: Andre Foster | Title:  **CIO** | Phone:  **305-542-4976** | Date: |
| COLUMBUS Person Performing work: | Title: | Phone: | Date: |

**METHOD OF PROCEDURE - CHECK LIST OF PERTINENT ITEMS**

\*\*The following checklist shall be reviewed, completed, and signed before the maintenance activity by the Columbus charge/Lead and the Customer representative.

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| **Items** | **Status** |
| Logistics of maintenance discussed | **Y**  N NA |
| MOP written/approved. | **Y**  N NA |
| Maintenance outage scheduled and service impact communicated to ALL stakeholders | **Y**  N NA |
| Emergency contact list available | **Y**  N NA |
| Review actions to be taken in the event that unusual conditions occur. If service affecting, call NOC and follow prescribed Outage management process | **Y** N NA |
| All configurations saved. | Y N NA |

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| **Escalation list for COLUMBUS:** | | **Escalation list for Vendor /Customer:** | |
| **Susanna O’Sullivan** | **876-350-0856** | **Darin Gowan** | **626-327-7887** |
|  |  | **Toussaint Andry** | **312-399-0395** |
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