**Non-Service Affecting**

**Service Affecting**

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| Start Date:  **December 1st, 2015** | Start Time:  **2000Hrs**  **Hrs** | | | Completion Date:  **December 1st, 2015** | | | Completion Time:  **2100Hrs** |
| Outage Duration:  **1 Hour** | | Columbus Change Order Number :  **TSRM #** **SR608716** | | | | Customer Change Order Number:  **N/A** | |
| Site Name:  **Application Development - Trinidad** | | | | Columbus Lead (Print Name) :  **Kareem Cambridge** | | Customer Representative (Print Name): | | |
| Change Management Communication:  **Myron Marshall** | | | | | | | | |

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| **Change Description** |
| 1. To install Server 2012 Integration Services (Full Version) on FLOW1SRV |

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| **Reason For Change** |
| This service will be used by the soon to be updated CRM Local application |

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| **Systems/Components Affected** |
| 1. All Intranet E-Forms |

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| **Persons Performing Change** | | | |
| **Name** | **Role** | **Contact** | **Email** |
| Kareem Cambridge | Jr Systems Analyst | Skype:kcambridge\_bz | kcambridge@cwc.com |
| Alexander Gonzales | IT System Administrator | 2242289 | agonzales@cwc.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 - Create Snapshot of FLOW1SRV**   1. Create snapshot of FLOW1SRV   **Task two - Update Software**   1. Reboot FLOW1SRV 2. Run the following installer file: [\\flow1srv\c$\Users\kcambridge\Downloads\ SQLServer2012SP1-KB2674319-x64-ENU.exe](file:///\\flow1srv\c$\Users\kcambridge\Downloads\%20SQLServer2012SP1-KB2674319-x64-ENU.exe) 3. Verify SSIS package execution by running the CRM Local Sync scheduled task |

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| **Rollback Plan** |
| **Restore snapshot of FLOW1SRV** |

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:  **Myron Marshall** | Title:  **Assistant Manager - IT** | Phone: | Date: |

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| COLUMBUS Approving Officer: Myron Marshall | Title:  **Assistant Manager - IT** | Phone: | 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:** | |
| **Kareem Cambridge** | **2242290** |  |  |
| Myron Marshall | **2242287** |  |  |
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