IMPORTANT – PLEASE READ

Effective Monday 9th of September 2013, the following changes in the Change Management process will take effect:

* All Change Requests involving infrastructure changes (Database, Storage, Server. Network), must have an email showing proof of approval from the relevant Infrastructure Team Leader before any further approvals can be gathered
* The Change Requestors Project Manager must provide approval of the Change
* Only once these approvals have been obtained can the Change Request be sent to the Change Manager
* The Change Manager will invite the Project Manager to attend the Change Advisory Board (CAB) meeting to obtain final approval of the change request

**Ensuring Approval**

Change Requests of Minor or BAU risk scheduled to occur between Wednesday 18:00, and Wednesday 17:59, must be submitted to the Change Manager by no later than Tuesday 17:00.

For information on the schedule of Medium, Major or Critical Risk changes please click [here](http://intra.btu.pccw.com/export/sites/default/Policies-Files/UCM0002-v2.1.pdf).

**Preparing for the CAB**

It’s anticipated each Project Manager will have five minutes to describe the Change Request, its purpose and answer any questions the CAB Members may have.

The questions that are likely to be asked may relate to:

* The level of testing performed and its success
* That the chosen schedule of the change has received user agreement or has been chosen to cause the least amount of impact or risk
* Confirming that anyone directly or indirectly impacted by the change (Business or IT) has been notified
* Where impact is expected, that it has been considered and steps have been taken to ensure the impact is the least possible
* Ensuring the fall back plan is suitable and properly planned for
* The verification testing that will take place after the change has been implemented

**Emergency & Expedited Change Requests**

In the case of Emergency or Expedited Change Requests, the Change Manager will facilitate review and approval from a member of the CAB.

However, only Change Requests that are genuinely Urgent will be considered for approval.

**Request For Change (RFC) form**

***Section 1 - Change Plan (for Requester)* RFC ID:**

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| ***Requester***  Name: \_ Lu, Dylynn DY \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location: \_\_\_\_\_\_\_\_\_\_\_\_ Phone No.:\_\_ 28886040\_\_\_\_\_\_\_\_\_\_\_\_\_  ***Change Implementer(s)***  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location: \_\_\_\_\_\_\_\_\_\_\_\_ Phone No.:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  CR Submission Date: \_27\_\_\_\_/\_\_\_Dec\_\_\_\_/\_\_\_\_2024\_\_  Proposed Change Date and Time: \_\_2025.01.6 22:00\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Change Ended Date and Time: \_\_\_2025.01.7 01:00\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  |  | | --- | --- | --- | | **Application Code**  ( 3-7 Upper case alphabet)  Remark: if you launch a new application, please registration an Application code. | **System Level** For OS, Storage, Network, Security patch can ignore to fill Application code. | **Incident/Problem Reference:** (if any) | | **CSLES** |  |  |  |  |  |  |  | | --- | --- | --- | --- | |  | **Team Category** | **Team Head** | [ X ] | | 1 | IT Application Service Development, Digital Ventures Technology | Kwan, Iven FD |  | | 2 | IT Cybersecurity, Data Governance and Risk | Chan, Daurant CY |  | | 3 | IT Digital Services | Chiu, Vincent WK |  | | 4 | IT Insights, Analytics & Data | Zhang, Alex |  | | 5 | IT Architecture & PMO | Law, Jamnan JY |  | | 6 | IT Software Services | Chan, Andy (IT) | × | | 7 | IT Technical Services & Operations | Lau, Ronald TK (IT) | × | | 8 | IT Transformation Office | Sheh, Mary KM |  | | 9 | IT AI Automation | Lai, Mike CY |  | | 10 | IT Technical Services and Facilities Management | Chan, Wallace YL |  | | 11 | BSS & OSS Transformation Services | Lau, Armstrong CY |  | | 12 | Business & Commercial Applications | Kwan, Kenneth Y |  |   Remarks:   |  |  | | --- | --- | | *Is the change* ***Ruby*** *related?* | **Yes [√ ] No [ ]** | |

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| ***Change Request***  Change Item (name, ID, version):  CSLES -lda Mulesoft application upgrade to jdk17  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Purpose of Change (e.g. Technical Reason / Business Reason):  Currently the Mule app will perform a client-side verification on the Hubspot's public cert. The problem is that we have no way to receive a renewed Hubspot public cert in advance to add it to our truststore prior to Hubspot renewing its public cert at around its expiry date. Hence we're removing the client-side verification on requests made to Hubspot (while still remaining HTTPS).  \_jira link： \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Business Justification of **Expedited/Emergency Change**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  No. of Actual Changes \_\_\_1\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | **Impact of implementing the Change**  **(to IT/User):** | **Impact of NOT implementing the Change**  **(to IT/User):** | | No impact | Downtime will occur randomly around Hubspot cert expiration date, app team is required to renew truststore immediately and expedite the change |  |  |  |  |  | | --- | --- | --- | --- | |  |  | Yes | No | | 1 | Bug Fix |  | No | | 2 | Data Patch |  | No | | 3 | Data Configuration |  | No | | 4 | UAT Business sign off: | Yes |  | | 5 | Monitor tools: (Alert raised from the server during change period) |  | No | |  |  |  |  | |  | (For AML, SDN, FLEXI, Tap&go Wallet, Tap&go & FPS only) | Yes | No | | 6 | Maker Checker |  | No | | 7 | Account Request for Maker Checker |  | No |  |  |  | | --- | --- | | Stage: | Production [√ ] DR[ ] UAT [ ] Pre-launch [ ] Training [ ] Others [ specify: \_\_\_\_\_\_ ] | | Server location: | CRE [ ] YTB [ ] KSG [ ] BOT [ ] FTN[ ] Others [ specify: \_\_\_\_\_\_ ] | |  | Onsite [ ] SVPN Remote [ ] Others [ specify: \_\_\_\_\_\_ ] |   Support and Skill Transfer with IT Operations: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ***Implementation Plan***  Activities Plan:   * **Mulesoft application deployment** * **VT**   *(attach additional sheet as appropriate) (subject to Change Coordinator's requests):* |
| ***Fallback Plan***  Details:   * **Deploy previous version Mule app**   *(attach additional sheet as appropriate) (subject to Change Coordinator's requests):* |
| ***Affected Platform***   |  |  |  |  | | --- | --- | --- | --- | |  | Yes | No | **Approver**  *(If Yes, select approver and grant the approval)* | | **Capacity Issue - Storage** |  | No | Ng, Kwok-Wa KW2 [ ] Lau, Thomas KW [ ] | | **Server Issue - System** |  | No | Ng, Kwok-Wa KW2 [ ] Lau, Thomas KW [ ] | | **Network Issue** |  | No | Ng, Kwok-Wa KW2 [ ] Lau, Thomas KW [ ] | | **IT Security Issue** |  | No | Ngai, Kelvin WY or Leung, Bruce HK [ ] | | **DB issue** |  | No | Ng, Kwok-Wa KW2 [ ] Lau, Thomas KW [ ] Tang, Benny HW [ ] |   ***Database Access/Modification Information***  Node/System:  Stage: UAT/Production  Job Name/Identifier:  Job Description:  Database Name:  Access Mode: Read/Write  Extraction Mode: Full / Delta  Tables Accessed:  Responsible By:  Max processing time (elapsed time) per run:  Max processing time (CPU time) per run:  Max direct I/O per run:  Frequency (Daily/Weekly/Monthly):  *DBA’S Review &Comment* |

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| *Account Management and Security Information (For Production Launch of New Application Only)*  If the new application is under the management of IT, application team must hand over user account admin and privileged account admin to IT Operations before production launch.   1. **User Account Admin:**   With End-user Accounts: Yes / No   * If “Yes”, please attach email approvals from the AVP or above of the below teams:   + IT User Account Management Team, and   + IT Security Team  1. **Privileged Account Admin:**   With Privileged Accounts: Yes / No  With CyberArk Accounts: Yes / No  With Cert: Yes / No  With Encryption Keys: Yes / No   * If “Yes” in one of the above, please attach email approvals from the AVP or above of the below teams:   + IT User Account Management Team, and   + IT Security Team |

***Section 2 - Approval (for Change Management, IT Operation)***

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| *RFC Impact and Resource Assessment Result*  Accepted [ X ] Rejected [ ]  *Comment*  Approved Change Implementation Start Date: \_\_\_/\_\_\_\_/\_\_\_\_  Approved Change Implementation Schedule: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

***(Please attach additional sheets as appropriate)***

***Section 3 – change impact check list (For request)***

Change Impact Categorization Method

Change impact categories are used to determine change lead-times and approval requirements. Change impact categorization will be closely monitored by the Change Coordinator to ensure that low and no impact change impact categories are not misused.

The formula on the next page can be used by participants of the Change Management Process to assess the complexity of a change. From each category, select the rating that best describes the change. The total of these ratings correspond to the change impact.

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| --- | --- | --- | --- | --- |
| **Number of Users (impacted by the implementation)** | |  | **Resources Required to Prepare/Implement:** | |
| >150 users | 1 |  | 3 or more Support Groups | 1 |
| 50-150 users | 2 |  | 2 Support Groups | 2 |
| 2-49 users | **3** |  | More than 1 person, same Support Group | **3** |
| 0-1 user | 4 |  | 1 person | 4 |
| 0 user | 5 |  | 1 person | 5 |

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| --- | --- | --- | --- | --- |
| **Preparation Effort:** | |  | **Implementation Duration:** | |
| 6 days or more | 1 |  | Over 2 hours OR requires special maintenance outage | 1 |
| 2 to 5 days | 2 |  | 1 to 2 hours (in normal maintenance window) | 2 |
| 1 day | **3** |  | <1 hour (in normal maintenance window) | **3** |
| < than 1 day | 4 |  | < 1 hour | 4 |
| 1 hour or less | 5 |  | Immediate implementation | 5 |

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| **Failure Exposure:** | |  | **Total Score** | **Change Impact Classification** |
| Difficult to backout (>2 hours) | 1 |  | 5 – 8 | Critical |
| Moderate to backout (1-2 hours) | 2 |  | 9-12 | Major |
| Moderate backout (1 hour or less) | 3 |  | 13-16 | Medium |
| Easy to backout (1 hour or less) | 4 |  | **17-19** | Minor |
| Can be backed out immediately | **5** |  | 20 + | BAU |

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| **Additional Risk / Impact Questions** | |
| Will the change have any direct impact to external Customers?  If yes, please provide detailed information.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ~~Yes~~ / No |
| Will the change involve transferring significant amounts of Customer or Personal information?  If yes, please provide detailed information.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ~~Yes~~ / No |

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| Change are not allowed to be closed unless the outstanding item are clarified, update and complete | | | | |
|  |  |  |  |  |
| **Technical Assessment** | **Yes** | **No** | **Remark** | **Guideline** |
| Has this change been properly test? | Yes |  |  | If answer is no, please provide reason |
| Is there a fallback plan in place? | Yes |  |  | Support will accord the change item fallback in the firewall system. |
| If fallbacks fail, what is the services impact? |  | No |  | No service impact |
| Is the testing criteria of change have been discussed with the involve parties?  Have you include the customer concur for post change verification if this affect the services? | Yes |  |  |  |