Request Information

Requestor	Ian John Lastimoso			
Implementing Team	Network Operations			
Ticket Number/s	201915291			
Change Classification	X	Major		Minor
After the fact		Yes	X	No
Emergency		Yes	X	No
Proposed Change Date	May 18, 2019			
Proposed Change Start/End Time	5:00 PM			
Proposed Change Verification Time	6:00 PM			

Objective of the change

Temporarily change the default route of Glorietta site due to PLDT Maintenance

Technical/Operational Impact of the change

Negative:	Beneficial:	Neutral:
Downtime with a minimal amount of time switching from G2 to Jaka connection	Avoid the 1 hour long downtime due to PLDT Maintenance Avoid disruption of production during those hours	Production accesses on each respective tool

Affected IT Infrastructure components

Site	Hostname	IP Address	Function
G2	MKT-GL2-CSW-1	172.22.2.1	Core Switch

Affected Departments and corresponding contact persons

Department	Contact Name	Contact Info
IT	Rynel Yanes	09178535630
Network Operations	Maurice Mendoza	09176881085

Test Environment implementation and Verification Summary

This has been done before with the issue with Jaka Eastern. Please refer on this Ticket #201912947

Test Environment Results Summary

This has been done before with the issue with Jaka Eastern. Please refer on this Ticket #201912947

Configuration Change Template

Baseline File	3.1.11.3
Baseline Version	As of March 01, 2019

Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
Route in Glorietta pointed to 172.22.0.75	Change Route pointing to Jaka due to ISP Maintenance	Production in Glorietta Site	3.1.11.3

Physical Implementation Procedures / Advisory

Hi All,

PLDT will be having an activity tomorrow at Glorietta Site they will be working directly to the building's Telco Room. This activity will require a maximum of (1) hour of downtime. As precaution for this activity, We IT Team, Will be temporarily transferring Glorietta internet connectivity to Jaka (Ayala) Site. Inline with this transferring, Agent who are on shift in Glorietta Site might get an Internet disconnection for a couple seconds. IT will be on standby during the activity.

For concerns regarding the upcoming activity email us at *itgroup@openaccessbpo.com*

Backup Procedures

    I.   **Part A (Switch Configuration)**

1. Access G2 Core Switch via SSH (172.22.2.1)

2. Run the command "*Show run*".

3. Highlight all the text and paste it to notepad with the naming convention and save it inside \\172.17.0.124\it \Back Up\Network Backup Logs

Physical Implementation Procedures

N/A

Technical Configuration Procedures

    I.   **PART A (Switch Configuration)**

        1. Access MKT-GL2-CSW-1 via SSH 172.22.2.1 and reroute G2 to JAKA. Do it by implementing the commands below:

        no ip route 0.0.0.0 0.0.0.0 172.22.0.75
        ip route 0.0.0.0 0.0.0.0 172.22.0.2

    I.   **PART A (Switch Configuration)**

        1. Access MKT-GL2-CSW-1 via SSH 172.22.2.1 and reroute G2 to JAKA. Do it by implementing the commands below:

        no ip route 0.0.0.0 0.0.0.0 172.22.0.2
        ip route 0.0.0.0 0.0.0.0 172.22.0.75

Verification Procedures

AFTER RE-ROUTING

    1. Do a traceroute going to any website, 3rd hop should display Eastern confirming that the re-reouting was a success

    2. Internet should still be functioning after re-routing

    3. Tools should be accessible still after the re-routing back to Glorietta.

AFTER MAINTENANCE

    1. Confirm with PLDT if the maintenance is done on their end and it safe to re-route

connectivity back to G2

  2. After confirming with PLDT and maintenance is done. Go back to *Technical Configuration Procedures and proceed with the step after maintenance*

   3. Do a traceroute going to any website, 3rd hop should display PLDT IP, that will
    Confirm that the re-routing was a success.

   4. Provide a email report that the re-routing was a success by providing an email verification from the agents on shift that their tools are working as usual.

Back-out Procedures

 I. **PART A (Switch Configuration)**

  1. Access MKT-GL2-CSW-1 via SSH 172.22.2.1 and reroute G2 to JAKA. Do it by implementing the commands below:

  no ip route 0.0.0.0 0.0.0.0 172.22.0.2
  ip route 0.0.0.0 0.0.0.0 172.22.0.75