

# Work Aide for Log4j related changes

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All log4j related changes to the production environment require a change record and processed using the documented change process. Non-production (DEV, QA, PSUP) environment changes require coordination with the QA team and may require a non-production change record. Please see the below instructions for the various scenarios.

Any questions regarding production change control can be directed to Change Management Process Managers. Non-production change question should be directed to the QA Team.

Change where the Risk Assessment rates as Low risk

If the Risk Assessment on the change record rates the change as Low risk:

Set the change record to a Normal change. No CAB or eCAB is required. Make sure the change record is approved and moved to a Scheduled state before implementing. Please update the state of the change record to reflect the status: Implement, Review and Closed.

Change where the Risk Assessment comes out as Moderate or High

If the Risk Assessment on the change record comes out as Moderate or High, then a CAB will be required.

If the Planned Start Date is after the next scheduled CAB meeting, then proceed as a Normal Change and review at the next scheduled CAB meeting. Regular CAB meetings are scheduled weekly on Wednesday 2PM ET (except during change freeze windows). If the Planned Start Date is before the next scheduled CAB meeting, set the change record to an Emergency change. The change must be presented and approved at one of the Log4j eCAB meetings we have scheduled @ 4PM ET for each workday.

The Log4j eCAB is scheduled on weekdays (not weekends or company holidays) at 4 PM ET until further notice. Contact Jonathan Weiss or Daniel Kelleher letting them know you have a change for review. Make sure all testing is complete and documented before the eCAB.

Ensure the eCAB authorizes the change before implementing. Please update the state of the change record to reflect the status: Implement, Review and Closed.

Change where the Risk Assessment comes out as Moderate or High and cannot wait for the 4PM eCAB

If the Risk Assessment on the change record comes out as Moderate or High, and it must be performed before the next eCAB, then it must be processed through the Major Incident process. Contact the Major Incident managers (Peter Trivanovich or Todd Edmundson) using the ServiceNow on-call schedule here: [On-Call Schedules | ServiceNow \(service-now.com\)](#). Escalation to Jay Neilson as

required.