Change Management

IPAH HARDWARE REPLACEMENT PROCESS

For Alert Generated ETMS Tickets

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Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| version | Date | APPROVED BY | Description of the Change |
| 1.0 | 22-Sep-2014 | Kay Lipps, Verizon | Initial Draft |
| 1.1 | 30-Sep-2014 | Kay Lipps, Verizon | Time zone changed from ET to Local Data Center (Local DC) time, in Table 3-4, QA update in Table 3.5 & 3.6 |
| 1.2 | 20-Oct-2014 | Kay Lipps, Verizon | Update steps in Tables 3.4 & 3.5 |
| 1.3 | 26-Nov-2014 | Kay Lipps, Verizon | Update workflow in sections 3.2.3 through 4.0  Published |
| 1.4 | 30-Mar-2017 |  | Annual Renewal Template Update - Policy management Review |
| 1.5 | 26-Apr-2017 |  | SME Review and Updates |
| 1.6 | 27-Apr-2017 |  | Policy Management Review of Changes – TCC May 1, 2017 |
| 2.0 | 01-May-2017 | TCC | TCC Review / Approved for Publishing |
| 2.1 | 14-Jun-2017 |  | Checkout for update |
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# Process Overview

This document applies to Internet Protocol Application Hosting (IPAH) environment and outlines the overall Hardware Replacement Requests process.

## Purpose and Objectives

The purpose of this Change Management Process Guide is to establish a controlled process for Alert Generated Hardware Replacement Requests in the IBM Global Technology Services (GTS) Cloud Transformation Services (formerly Verizon), hereinafter referred to as “GCTS,” IPAH environment to ensure all replacement requests are submitted, reviewed, approved, scheduled, and implemented within the Client Services Pre-Approved 14 day time period. This process allows the engineer to determine the need for replacement and modify the alert as detailed below in order to proceed with hardware replacement.

## Scope

This process is specific to Enterprise Trouble Management System (ETMS) Alert Generated Hardware requests.

## Concepts and Relationships

This is applicable only to IPAH environment and addresses the specific process related to IPAH hardware replacement.

The Initiation of a Scheduled Work ticket requires GCTS Personnel to provide services requiring physical access to the customers’ device.

Applicable Control Standards – ISO 27001:2013

* 8.1.1 – Inventory of Assets
* 8.1.2 – Ownership of Assets
* 8.3.1 – Management of removable media
* 8.3.2 – Disposal of Media
* 8.3.3 – Physical Media Transfer

Applicable VES Cloud Documentation:

* [TECH-00121 Media Handling Policy](http://mia21654sps460.apps.tmrk.corp:35214/Quality%20Management/Public%20Documents/Data%20Center%20Operations/TECH-00121%20Media%20Handling%20Policy.pdf)
* [TECH-00122 Media Handling Process](http://mia21654sps460.apps.tmrk.corp:35214/Quality%20Management/Public%20Documents/Data%20Center%20Operations/TECH-00122%20Media%20Handling%20Process.pdf)
* [TECH-00123 Media Handling Procedure](http://mia21654sps460.apps.tmrk.corp:35214/Quality%20Management/Public%20Documents/Data%20Center%20Operations/TECH-00123%20Media%20Handling%20Procedure.pdf)

## Alignment with IBM Corporate Policies

This document is a supplemental guideline that specifies certain requirements related to the GCTS. All documents considered for approval by the Governance of Risk, Compliance, and Quality (GRCQ) are sub-ordinate to, and supplements of, the Information Technology Corporate Standard (ITSC) 104, as well as the Business Conduct Guidelines, and World-Wide Records Management.

# Process Flow and Activities

## Process Flow

Process Description

|  |
| --- |
|  |
| Figure ‑: Alert Generated Hardware Replacement Ticket Flow |

## Ticket Handling Process

1. Incident Management Engineer (IME) verifies alerts generated via ETMS tickets
2. Event viewer, HP Diagnostic or System logs are used to verify alert triggered from server
3. As soon as cause of alert is identified, IME would need to verify whether the part is hot swappable or not.
4. IME procure parts from Central Office Engineering Property (COEP) inventory and coordinate with Remote Hands for replacement.
5. If down time is incurred, Coordinate with the client then create change request.
6. Change Management coordinate request for remote hands

## Collection of Hardware Information

### Data Center Location

1. The IME collects replacement device location from:
2. Premisys
3. COEP
4. Request to Data Center Contacts
5. ETMS
6. IMS collects the following information
7. Primary Facility
8. Primary Machine Name (NEID)
9. Primary Rack Location
10. Primary Asset Tag

### Parts Information

1. The IME collects replacement device location from:
2. Premisys
3. COEP
4. Request to Data Center Contacts
5. ETMS
6. IME ~~IMS~~ collects the following information
7. Part Number
8. Bay Number
9. Part Description

### Modify ETMS Information

1. IME confirms schedule window (Start Time and Commit Time.) with Service Delivery Manager
2. IME defers ticket for a maximum of 3 to 6 days
3. Transfers ticket to proper client service queue
4. Sends Email to SME notifying that a ticket has been transferred to their Client Services queue

### Service Manager Review and Schedule

1. The Service Manager will review and schedule work to be completed in the ETMS or Forward Schedule of Change (FSOC) System
2. The Service Manager will change the ticket Symptom Code (or item) to **STD CHANGE**
3. The Service Manager will change the description to **STANDARD CHANGE**
4. The Service Manager will set **Start Time** and **Commit Time**
5. The Service Manager will update the body of ticket with Pre-Change Template Information
6. The Service Manager will identify the remote hand resource (if known)
7. The Service Manager will transfer the ticket to appropriate IME queue

### IME and Remote Hands Engineer Technical Peer Review

1. Technical Peer Review (a.k.a SOC Validation) need to be completed by both IME and Remote Hands Engineer.
2. IME verifies Remote Desktop Protocol (RDP)\integrated Lights-Out (iLO)\Console Availability
3. IME verifies backups are current and disk space available
4. IME and DC performs SOC Validation, update checklist to Activity Log
5. IME transfer the ticket to Change Management queue (i.e. MDBEL.OPS-SW)

### Change Management Review and Approval

1. Change Management administrator will review change requirements, schedule and inform SME using ETMS and or FSOC
2. Change Management will review Scheduled Work (SW) to ensure it meets all requirements
3. Change Management will confirm the provided remote hands resource (if Known)\Change Management will transfer the ETMS ticket to IME queue
4. Change Management will inform submitter on approved SW

### IME Execution on Scheduled Work

1. On the day of the action, the IME will perform a final review of the server prior to shutting down the Alerted Server or Device, ETMS, or FSOC.
2. The IME will contact the assigned Remote Hands Engineer to coordinate battery replacement
3. After the server shutdown and hardware replacement the Remote Hands Engineer will start the server
4. The IME will verify that the hardware condition (battery charging) is GOOD and resolved the STD CHG
5. The IME will note all activities in the ETMS Activity Log
6. The IME will resolve the ETMS Ticket
7. The IME will resolve the FSOC Ticket

# Roles and Responsibilities

Table ‑: RACI Matrix

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Process Name | IME | SME/Client Service | Remote Hands Engineer | Service MAnager | Change Managment |
| Ticket Handling | RA |  |  | I |  |
| Collection of Data Center Information | RA |  |  |  |  |
| Collection of Parts Information | RA |  |  |  | I |
| ETMS Information Modification | RA | I |  | I |  |
| Service Manager Review and Schedule | I |  | C | RA |  |
| Technical Peer Review | RA |  | R |  | I |
| Change Management Review and Approvals | CI | I | C |  | RA |
| IME Execution on SW | A |  | R | I | I |

Table ‑: RACI Matrix Legend

| RACI | TERM | DEFINITION |
| --- | --- | --- |
| R | Responsible | The person who does the work to complete the task. They are responsible for getting the work done. |
| A | Accountable | The person who is accountable for the correct and thorough completion of the task. |
| C | Consulted | The people who provide information for the project and with whom there is a two-way communication. This is usually several people, often subject matter experts. |
| I | Informed | The people who are kept informed about progress and with whom there is a one-way communication. These people are affected by the outcome of the tasks and need to be kept up-to-date. |
| AR | Accountable and Responsible | The person who does the work to complete the task and are accountable for the correct and thorough completion of the task. |

# Responsibility

The GTCS Business Owner (BO) or Information Resource Custodian (IRC) of record is responsible and held accountable for enforcement of published policy, process, and procedure documentation.

It is the responsibility of all personnel to know, understand, and conform to the policies set in the ITSC 104, Business Conduct Guidelines, World-Wide Records Management, and others as they apply to all GCTS employees.

## Compliance Responsibility

Compliance with security standards and practices addressed in this document are subject to applicable law. Conflicts with local legislation or regulation shall be brought to the attention of GRCQ Council and coordinated with the responsible security executive for resolution.

*Important: Nothing in this document should be taken as justification to circumvent existing IBM Corporate policies, standards, or management direction.*

## Management Commitment

GCTS has established the GRCQ to serve as a forum for all stakeholders with responsibility for maintaining the security of the GCTS information technology environment, both internal and customer serving.

This policy has been managed by SECM-00089 Policy Management Process and approved by the GRCQ Council.

# Exceptions

Exceptions to this process must be approved by the GCTS BO or IRC of record as defined by the governing/serving Lightweight Enterprise Governance Organization (LEGO), as defined by LEGO Program Charter and the LEGO Knowledge Management Charter.

# Expiration

Unless readopted, this document expires three (3) years from the date of approval.

# Enforcement

Any employee found to have violated this process may be subject to disciplinary action, up to and including termination of employment.

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Appendix - Terms and Definitions

Table A‑: Terms and Definitions

| Term | Definition |
| --- | --- |
| COEP | Central Office Engineering Property |
| ETMS | Enterprise Trouble Management System |
| FSCO | Forward Schedule of Change System |
| iLO | Integrated Lights-Out |
| IME | Incident Management Engineer |
| IPAH | Internet Protocol Application Hosting |
| Personnel | All GCTS full and part-time employees, temporary workers, volunteers, contractors, or any other agents employed to perform work and who have been granted access to GCTS information systems and information assets. |
| RDP | Remote Desktop Protocol |
| SOC | Security Operations Center |
| TCC | GRCQ Technical Coordination Committee |
| BO | Business Owner |
| GCTS | Global Technology Services (GTS) Cloud Transformation Services (formerly Verizon) |
| GRCQ | Governance of Risk, Compliance, and Quality |
| GTS | Global Technology Services |
| IRC | Information resource Custodian |
| ITCS | Information Technology Corporate Standards |
| LEGO | Lightweight Enterprise Governance Organization |

Appendix - References

Table B‑1: References

| Document Number | Document Title |
| --- | --- |
| IBM BCG | IBM Business Conduct Guidelines |
| CIO 122 | IBM Worldwide Records Management |
| ITCS 104 | IBM Information Technology Corporate Standard 104 |
| SECM-00089 | [SECM-00089 Policy Management Process](http://mia21654sps460.apps.tmrk.corp:35214/Quality%20Management/Public%20Documents/Security%20Management/SECM-00089%20Policy%20Management%20Process.pdf) |
| TECH-00121 | [TECH-00121 Media Handling Policy](http://mia21654sps460.apps.tmrk.corp:35214/Quality%20Management/Public%20Documents/Data%20Center%20Operations/TECH-00121%20Media%20Handling%20Policy.pdf) |
| TECH-00122 | [TECH-00122 Media Handling Process](http://mia21654sps460.apps.tmrk.corp:35214/Quality%20Management/Public%20Documents/Data%20Center%20Operations/TECH-00122%20Media%20Handling%20Process.pdf) |
| TECH-00123 | [TECH-00123 Media Handling Procedure](http://mia21654sps460.apps.tmrk.corp:35214/Quality%20Management/Public%20Documents/Data%20Center%20Operations/TECH-00123%20Media%20Handling%20Procedure.pdf) |

Appendix - Distribution

Table C‑1: Distribution Contacts

| Name/Role | Contact Information |
| --- | --- |
| TCC | [IT.Governance-TCC@one.verizon.com](mailto:IT.Governance-TCC@one.verizon.com) |
| Document Management | [Document.Management@one.verizon.com](mailto:Document.Management@one.verizon.com) |
| Jeff Nord Org All | [Nord.MSPE.Global.Org@one.verizon.com](mailto:Nord.MSPE.Global.Org@one.verizon.com) |