

# Corp IT :: SMG Virtualization ::Microsoft Securit...



CRQ000000119191

Risk Level 3

Low

Class Normal

Not  
Applicable

Change  
Request

Updated Sep 23, 2021 12:48 PM

Closed

Successful

Target date is Sep 19, 2021 11:00 PM



###



amit.mishra6@genpa...

Requested For

Amit Mishra

180- Technology

Affected Service

Product

Product Not-  
Available

Services

Service Not-  
Available

Business

Business Not  
Found

Provide Business  
Name

Corp IT

Location as per  
CMDB

.....

Show More ▼

Description

Business Justification / RFC

Impact Assessment/Risk Analysis

1. Please provide a detailed description of the change

Change

Reason

Patching

Operational

Category

Change Infra

Product

Category

Product >

Physical >

Server

Technology

**Answer: Microsoft Security Patch Installation On Leandesk Mgmt.  
Servers**

Location	Server Name	IP address
HYD_Uppal	GCPWINHYD2DDC01	182.94.176.108
HYD_Uppal	GCPWINHYD2PVS01	182.94.176.106
Dallas	GCPWUSDLS1CTD01	119.43.214.80
Dallas	GCPWUSDLS1DDC01	119.43.214.84
Dallas	GCPWUSDLS1STF01	119.43.214.86
Dallas	GCPWUSDLS1LIC01	119.43.214.88
Cinci	GCPWUSCIN1DDC01	124.4.164.112
Cinci	GCPWUSCIN1STF02	124.4.164.115
Cinci	GCPWUSCIN1PVS01	124.4.164.104
Delhi-COLO	GCPWINDEL2DDC02	182.94.71.34
Delhi-COLO	GCPWINDEL2STF02	182.94.71.36
	GCPWINHYD7STF01	119.43.96.26
	GCPWINHYD7DDC01	119.43.96.24

**Additional Approvals**

2. Please provide the below approval details (if applicable)

- a) Workflow Application –NA
- b) Database Application –Eber
- c) ETO – NA
- d) InfoSec – No
- e) Capacity Management – No

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**Responsibility Plan**

3. Who is responsible for each activity? (Name, phone and e-mail)

- a) Schedule – Dhanpal Singh <dhanpal.singh1@genpact.com>
- b) Communication – Dhanpal Singh <dhanpal.singh1@genpact.com>
- c) Unit test - Amit Mishra, amit.mishra6@genpact.com
- d) UAT test- NA - We are doing activity on citrix management server so no end user testing is required
- e) Implementation – Sumit Pandey <sumit.pandey1@genpact.com>

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#### 4. Who should be informed if the change fails and back-out has to be initiated?

Ans: Duggal, Dipesh

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Infosec Approval Required?

No

Total Time Spent (min)

0

Time Spent (min)

0

Location

India > Noida > India,  
Noida

#### Impacted Areas

Genpact India Pvt Ltd > India > Hyderabad > Hyderabad Uppal IN - Office

Genpact India Pvt Ltd > United States > Dallas > Genpact Dallas

Genpact India Pvt Ltd > United States > Cincinnati > Triumph Cincinnati US - Office

Genpact India Pvt Ltd > India > Gurgaon > North Colo

Genpact India Pvt Ltd > India > Noida > India, Noida

1. Does the change require downtime/outage for affected site/service/system/?

NO

2. Will this change lead to a CI Update in CMDB?Ex. Hostname/IP/Location change

NO

3. Are tasks required for other teams? Ex. Suppress alarm, restart service.









YES (I acknowledge that Task ticket is required to be created for respective teams)

4. Should this activity require update in IT solution design document (HLD)?

NO

Show More ▼

<div><div><div>Change Coordinator</div><div>Amit Mishra</div><div>Coordinator Group</div><div>Compute Virtualization L2</div></div><div><div>Change Manager</div><div>Nidhi Bansal</div><div>Manager Support Group</div><div>IT Infra Change Manager</div></div></div>		
Scheduled Dates	Actual Dates	Target Date
Sep 18, 2021 9:00 AM - Sep 19, 2021 11:00 PM	Sep 18, 2021 9:00 AM - Sep 19, 2021 11:00 PM	None
<div><div>Risk Level 3</div><div>Show risk questions and responses ▾</div></div>		
<div><div><div>Business Justification</div><div>Text + Document</div></div><div><div>Install Plan</div><div>Text + Document</div></div></div>		
Tasks (3)		
<div><div>🔗 Task Flow</div><div><div><div>1</div><div><div><div></div></div></div><div>TAS000000303436: EMS Team task Please suppress alert during activity window. HYD.</div><div>Closed Assignee Mohd Akram</div></div><div><div>1</div><div><div><div></div></div></div><div>TAS000000303437: SCCM Team task Please push patches on below servers. HYD_Uppa</div><div>Closed Assignee Sreenivasulu Nageti</div></div><div><div>1</div><div><div><div></div></div></div><div>TAS000000303438: NMG Team task Please suppress alerts during activity window. HYI</div><div>Closed Assignee Srikanth Vanam</div></div></div></div>		

Configuration Items (12)		
Upgrades:		
	Computer System gcpwindel2ddc02.ind.corp.ad	Status: Deployed Manufacturer: Xen Model: N/A
	Computer System gcpwindel2pvs01.ind.corp.ad	Status: Deployed Manufacturer: Cisco Systems Inc Model: N/A
	Computer System gcpwindel2stf02.ind.corp.ad	Status: Deployed Manufacturer: Xen Model: N/A
	Computer System gcpwinhyd2ddc01.ind.corp.ad	Status: Deployed Manufacturer: Xen Model: N/A
Show more		
Related Items (0)		
You have not related any item yet		
Activity		
	Status Marked: "Closed" by Ankit Jain With Reason: "Successful" Sep 23, 2021 12:48 PM	
	Ankit Jain approved the change request with rationale: Approved Show approvers Sep 23, 2021 12:48 PM	
	Status Marked: "Completed" by System Generated With Reason: "Final Review Complete" Sep 23, 2021 12:48 PM	
	Divya Pamnani approved the change request with rationale: Good to Approve from PIR Show approvers	

Sep 22, 2021 7:58 PM



Dipesh Duggal approved the change request with rationale:

Show approvers

Sep 22, 2021 6:52 PM



Status Marked: "Completed" by Deepak Singh With Reason: "Final Review Required"

Sep 22, 2021 3:19 PM



Deepak Singh added a note

Closure mail with artifacts.

Sep 22, 2021 3:19 PM



Status Marked: "Rejected" by System Generated

Sep 21, 2021 4:31 PM



Praneeth N rejected the change request with rationale: Closure confirmation Artifacts has to be attached

Show approvers

Sep 21, 2021 4:31 PM



Status Marked: "Completed" by Pushpendra Katara With Reason: "Final Review Required"

Sep 21, 2021 3:12 PM



Task TAS000000303436 marked "Closed" by Pushpendra Katara With Reason: "Success"

Sep 21, 2021 3:12 PM



Task TAS000000303438 marked "Closed" by Srikanth Vanam With Reason: "Success"

Sep 20, 2021 2:15 PM



Task TAS000000303437 marked "Closed" by Sreenivasulu Nageti With Reason: "Success"

Sep 20, 2021 8:47 AM



Amit Mishra added a note

Activity Completed. PFA Artifacts

Sep 19, 2021 8:41 PM



Status Marked: "Implementation In Progress" by Srikanth Vanam

Sep 17, 2021 8:24 PM



Task TAS000000303438 marked "Work in Progress" by Srikanth Vanam

Sep 17, 2021 8:24 PM



Task TAS000000303437 marked "Assigned" by System Generated

Sep 17, 2021 3:18 PM



Task TAS000000303438 marked "Assigned" by System Generated

Sep 17, 2021 3:18 PM



Task TAS000000303436 marked "Assigned" by System Generated  
Sep 17, 2021 3:18 PM



Status Marked: "Scheduled" by System Generated  
Sep 17, 2021 3:18 PM