

NMGD | PRO | Cytiva | VPN pool Creation @ U...

Change Request

CRQ000000101643

Risk Level 3

Low

Class Normal

Yes

Updated Mar 2, 2021 11:30 AM

Closed

Successful

Target date is Feb 23, 2021 4:00 PM

###

Siddharth.Awasthi@genpa...

Requested For

Siddharth Awasthi

180- Technology

Affected Service	Change Reason	Operational Category
Product	Project	Change Infra
GSD-VPN-FW		
Services		Product Category
IT Support		Product >
Applications		Physical >
		Network
Business		Devices
Business Not Found		
Provide Business Name		
Cytiva		
Location as per CMDB		
;		
Show More ▼		

Description

Business Justification / RFC

1. Provide a detailed description of the change

Ans: Need to create a VPN Pool at Cincinnati and Dallas for WFH and at Jaipur for LAN users

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Additional Approvals

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

- a) Workflow Application – Rajeev Sood (mail attached)
- b) Database Application –NA
- c) ETO –NA, New Business
- d) InfoSec –to be shared
- e) Capacity Management – Not Applicable

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Responsibility Plan

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

- a) Schedule –Siddharth Awasthi
- b) Communication -Chandra
- c) Unit Tester- Prashant
- d) UAT Tester -NA, New Business
- e) Implementation –Chandraraao

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Rollback

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

Ans: ChangeL3/SME

=====

Total Time Spent (min)

0

Time Spent (min)

0

Location

India > Hyderabad > Hyderabad Uppal IN - Office

Impacted Areas

- Genpact India Pvt Ltd > India > Hyderabad > Hyderabad Uppal IN - Office
- Genpact India Pvt Ltd > India > Jaipur > Jaipur JLN IN - Office
- Genpact India Pvt Ltd > United States > Cincinnati > Cincinnati OH 250 East Fifth St. US - Office
- Genpact India Pvt Ltd > United States > Dallas > Genpact Dallas

- 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.
NO
- 4. Should this activity require update in IT solution design document (HLD)?
NO

Show More ▼

Change Coordinator Dheesha Arora	Change Manager Nidhi Bansal
Coordinator Group Change Data L2	Manager Support Group IT Infra Change Manager

Scheduled Dates Feb 23, 2021 10:00 AM - Feb 23, 2021 4:00 PM	Actual Dates Feb 23, 2021 10:00 AM - Feb 23, 2021 4:00 PM	Target Date None
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Risk Level 3

Show risk questions and responses ▼

Business Justification

Text + Document

Change Assessment

Text + Document

Install Plan

Text + Document

Configuration Items (1)

Changes:



Computer System Status: Deployed Manufacturer: Cisco Systems

USA-CIN-GSD-INT-RT-01.Genpact.com Model: N/A

Related Items (0)

You have not related any item yet

Activity



Status Marked: "Closed" by Shefali Verma With Reason: "Successful"
Mar 2, 2021 11:30 AM



Status Marked: "Completed" by System Generated With Reason: "Final Review Complete"
Mar 1, 2021 11:43 AM



Nidhi Bansal approved the change request with rationale:
Show approvers
Mar 1, 2021 11:43 AM



Mohit S Rawat approved the change request with rationale:
Show approvers
Feb 27, 2021 1:09 PM



Praneeth N approved the change request with rationale: Good to Approve from PIR but still waiting for SME to approve on Portal for closure

Show approvers

Feb 26, 2021 2:39 PM



Status Marked: "Completed" by Dheesha Arora With Reason: "Final Review Required"

Feb 23, 2021 11:18 PM



Status Marked: "Implementation In Progress" by PRADEEP KUMAR YADAV

Feb 23, 2021 3:46 PM



Status Marked: "Scheduled" by System Generated

Feb 22, 2021 7:00 PM



Nidhi Bansal approved the change request with rationale:

Show approvers

Feb 22, 2021 7:00 PM



Status Marked: "Scheduled For Approval" by System Generated

Feb 16, 2021 7:13 PM



Status Marked: "Scheduled For Review" by Shefali Verma

Feb 16, 2021 7:13 PM



Status Marked: "Planning In Progress" by System Generated

Feb 16, 2021 6:41 PM



Deepak Kumar approved the change request with rationale:

Show approvers

Feb 16, 2021 6:41 PM



Status Marked: "Request For Change" by Shefali Verma

Feb 16, 2021 6:06 PM



Shefali Verma added a note

Activity window updated

Feb 16, 2021 6:06 PM



Status Marked: "Rejected" by System Generated

Feb 16, 2021 5:37 PM



Deepak Kumar rejected the change request with rationale: Activity date change

Show approvers

Feb 16, 2021 5:37 PM



Shefali Verma added a note

Approval for new window



Feb 16, 2021 5:28 PM



Amanjeet Singh added a note



Info sec approval attached in Business justification. And the change is Re-scheduled to 23rd. Mail attached(for Rescheduling)

Feb 16, 2021 5:21 PM



Mohit S Rawat hold the change request with rationale: InfoSec approval pending
Show approvers

Feb 12, 2021 2:24 PM