


NMGV | PRO | Asahi Beverages | create the arhivi...



Change Request

CRQ000000112511

Risk Level 3

Low

Class Normal


Yes


Updated Jun 23, 2021 3:27 PM

Closed

Successful

Target date is Jun 5, 2021 2:00 PM

 917675061529

 prashant.patil@genpa...

Requested For
Prashant Patil
180- Technology

Affected Service	Change Reason	Operational Category
Product	Project	Change Infra
GSD-NIC-AP		
Services		Product Category
Multiple Services		Product >
		Physical >
Business		Network
Business Not Found		Devices
Provide Business Name		
Asahi		
Maintenance Attributes		
-		
Show More ▼		

Description
Business Justification / RFC

1. Provide a detailed description of the change

Ans: As per Business requirement we are creating a call recording storage space allocation & call archiving in NICE Recorder.

=====

=====

Additional Approvals

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

- a) Workflow Application –NA,Dewal (Mail attached)
- b) Database Application –NA
- c) ETO –NA
- d) InfoSec –NA
- e) Capacity Management –REQ000005910766

=====

=====

Responsibility Plan

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

- a) Schedule –Prashant Patil
- b) Communication -Prashant Patil
- c) Unit Tester-Balaji / Hari
- d) UAT Tester -chandra.mohansahu@genpact.com
sonali.srivastava1@genpact.com (Window : 7th June 9 - 10 AM)
- e) Implementation –Aditya/Amit/Sanjana

=====

=====

Rollback

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

Ans: Change L3/SME/Manager.

=====

=====

Total Time Spent (min)

0

Time Spent (min)

0

Location

India > Gurgaon > Gurgaon 22 A IN -
Office

Impacted Areas

Genpact India Pvt Ltd > India > Gurgaon > Gurgaon Phase V IN - Office

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
Amanjeet Singh

Coordinator Group
Change Voice L2

Change Manager
Nidhi Bansal

Manager Support Group
IT Infra Change
Manager

Scheduled Dates
Jun 5, 2021 10:00 AM - Jun 5, 2021
2:00 PM

Actual Dates
Jun 5, 2021 10:00 AM - Jun 5, 2021
2:00 PM

Target
Date
None

Risk Level 3

Show risk questions and responses ▾

Business Justification

Text + Document

Change Assessment

Text + Document

Install Plan

Text + Document

Configuration Items (1)

Changes:



Other
Nice

Status: Delete

Manufacturer: Nice
Model: N/A

Related Items (0)

You have not related any item yet

Activity



Status Marked: "Closed" by Nidhi Bansal With Reason: "Successful"
Jun 23, 2021 3:27 PM



Status Marked: "Completed" by System Generated With Reason: "Final Review Complete"
Jun 23, 2021 3:26 PM



Nidhi Bansal approved the change request with rationale:
Show approvers
Jun 23, 2021 3:26 PM



Mohit S Rawat approved the change request with rationale:
Show approvers
Jun 11, 2021 9:34 AM



Raquel Lou D Dosado approved the change request with rationale: Good to approve from PIR
Show approvers
Jun 9, 2021 5:54 PM



Status Marked: "Completed" by Vikash Singh With Reason: "Final Review Required"
Jun 5, 2021 10:58 AM



Status Marked: "Implementation In Progress" by Vikash Singh
Jun 5, 2021 10:12 AM

Status Marked: "Scheduled" by System Generated



Jun 4, 2021 2:45 PM



Nidhi Bansal approved the change request with rationale:

Show approvers

Jun 4, 2021 2:45 PM



Status Marked: "Scheduled For Approval" by System Generated

Jun 3, 2021 2:22 PM



Status Marked: "Scheduled For Review" by PRADEEP KUMAR YADAV

Jun 3, 2021 2:21 PM



Status Marked: "Planning In Progress" by System Generated

Jun 3, 2021 1:50 PM



Rajan Kumar approved the change request with rationale:

Show approvers

Jun 3, 2021 1:50 PM



Status Marked: "Request For Change" by System Generated

Jun 2, 2021 1:22 PM



Praneeth N approved the change request with rationale:

Show approvers

Jun 2, 2021 1:22 PM



Mohor Narzary added a note



UAT window :

7th June 9 - 10 AM

Jun 2, 2021 1:11 PM



Praneeth N hold the change request with rationale: UAT window pending

Show approvers

Jun 1, 2021 6:47 PM



Amanjeet Singh added a note



CI Details:

<https://niceappcluster.ind.corp.ad/NiceApplications/Desktop/XbapApplications/NiceDesktop.xbap>

Jun 1, 2021 6:47 PM



Balajikumar Kannan approved the change request with rationale:

Show approvers

Jun 1, 2021 6:13 PM



Status Marked: "Request For Authorization" by Mohor Narzary

May 31, 2021 2:04 PM