

McGraw Hill | | Air Watch | | Deployment of Cis...



Change
Request

CRQ000000100656

Risk Level 1

Medium

Class Normal

Yes

Updated Mar 28, 2021 12:29 PM

Closed

Automatically Closed

Target date is Jan 28, 2021 9:00 PM

###

pratishtha.mishra@genpa...

Requested For
Pratishtha Mishra
232- RGFTE Production

Affected Service	Change	Operational
Product	Reason	Category
#NotApplicable	Upgrade	Change Infra
Services		Product
#NotApplicable		Category
Business		Product >
Business Not Found		Physical >
Provide Business Name		Server
McGraw Hill Education		Technology
(MHE)		
Location as per CMDB		
;		
Show More ▼		

Description

Business Justification / RFC

1. Provide a detailed description of the change

Ans: Deployment of Cisco anyconnect secure Mobility client version 4.9.03047 for McGraw Hill Education (MHE) IBEXR machines

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Additional Approvals

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

- a) Workflow Application – NA
- b) Database Application – NA
- c) ETO – tangutoori.sateesh@genpact.com
- d) InfoSec – NA
- e) Capacity Management – NA

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Responsibility Plan

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

- a) Schedule – pratishtha.mishra@genpact.com
- b) Communication - pratishtha.mishra@genpact.com
- c) Unit Tester- harshit.tiwari@genpact.com
- d) UAT Tester - pradeepkumar.neruvatla@genpact.com
- e) Implementation – pooja.devi2@genpact.com

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Rollback

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

Ans: pooja.devi2@genpact.com

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Total Time Spent (min)

0

Time Spent (min)

0

Location

India > Noida > Noida Stellar IN - Office

Impacted Areas

Genpact India Pvt Ltd > India > Noida > Noida Stellar IN - Office

Genpact India Pvt Ltd > India

Genpact India Pvt Ltd > India > Hyderabad > Hyderabad Pocharam 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
Pratishtha Mishra

Coordinator Group
Compute – CERT L2

Change Manager
Nidhi Bansal

Manager Support Group
**IT Infra Change
Manager**

Scheduled Dates

**Jan 28, 2021 8:00 AM - Jan 28, 2021
9:00 PM**

Actual Dates

**Jan 28, 2021 8:00 AM - Jan 28, 2021
9:00 PM**

Target

**Date
None**

Risk Level 1

Show risk questions and responses ▼

Business Justification

Text + Document

Install Plan

Text + Document

Configuration Items (1)

Upgrades:



Computer System

Status: Deployed

Manufacturer: N/A

Asset Not-Available

Model: N/A

Related Items (1)

Related to:



WO00000004757208

New Software InstallationPermanent Issued SoftwareCisco AnyConnect vpn client

Status: Closed

Assigned to: Rahul Kumar

Opened Jan 13, 2021 11:41 AM

Activity



Status Marked: "Closed" by System Generated With Reason: "Automatically Closed"

Mar 28, 2021 12:29 PM



Status Marked: "Completed" by System Generated With Reason: "Final Review Complete"

Mar 18, 2021 11:47 AM



Nidhi Bansal approved the change request with rationale:

Show approvers

Mar 18, 2021 11:47 AM



Sunil K Yadav approved the change request with rationale:

Show approvers

Mar 17, 2021 11:24 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

Mar 16, 2021 1:30 PM



Pratishtha Mishra added a note



Actual Dates have been corrected.

Mar 10, 2021 5:03 PM



Status Marked: "Completed" by Pratishtha Mishra With Reason: "Final Review Required"

Mar 10, 2021 5:03 PM



Praneeth N rejected the change request with rationale: Actual dates has to be corrected
Show approvers

Feb 4, 2021 8:37 AM



Status Marked: "Rejected" by System Generated

Feb 4, 2021 8:37 AM



Pratishtha Mishra added a note



The actual dates are Jan 28, 8 AM to Jan 28, 9 PM. By mistake it was chosen Feb,,....

Feb 2, 2021 4:21 PM



Status Marked: "Completed" by Pratishtha Mishra With Reason: "Final Review Required"

Feb 2, 2021 4:18 PM



Pratishtha Mishra added a note



Closure Approval..

Feb 2, 2021 4:17 PM



Status Marked: "Implementation In Progress" by Pratishtha Mishra With Reason: "In Rollout"

Jan 28, 2021 4:44 PM



Status Marked: "Scheduled" by System Generated

Jan 27, 2021 7:34 PM



Nidhi Bansal approved the change request with rationale:

Show approvers

Jan 27, 2021 7:34 PM



Status Marked: "Scheduled For Approval" by Pratishtha Mishra

Jan 27, 2021 7:34 PM



Nidhi Bansal added a note



Pls ignore below comments. this is for another CR

Jan 27, 2021 7:33 PM



Nidhi Bansal added a note



PRE CAB- Attach AVP approval from Barry & Pallavi Talwar

Jan 27, 2021 7:30 PM



Status Marked: "Rejected" by System Generated
Jan 27, 2021 7:30 PM



Nidhi Bansal rejected the change request with rationale: Attach AVP approval from Barry & Pallavi Talwar
Show approvers
Jan 27, 2021 7:30 PM