

Report Title: Change Request Details
Run Date and Time: 2017-02-17 10:08:36 Eastern Standard Time
Run By: Suresh Konteti
Table name: change_request

Change Request

| | | | |
|---------------------|-----------------------------|--------------------|----------------------------|
| Number: | CHG0093380 | Approval: | Pending Manager Approval |
| Configuration item: | Maximine Validator (445360) | Type: | Normal |
| Requested by: | Suresh Konteti | State: | Open |
| Risk: | Very High | Stage: | Pending Authorization |
| Impact: | 1 - High | Assignment group: | ITOPS-FIRSTRESPONSE-SERVER |
| Unauthorized: | false | Assigned to: | |
| Expedited: | true | Planned Release ?: | |
| Parent: | | Release Name: | |
| | | Opened by: | Suresh Konteti |

Short Description:

AMER - EXP -NR -DT - Server Access Denied

Description:

AMER - EXP -NR -DT - Server Access Permission denied because our home directory(servicemaxamine _sa 1021) is now owned by different ID

Approval history:**check:**

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Notes

| | | |
|----------------------|------------------|----------|
| Watch list: | Work notes list: | Amy Chen |
| Additional comments: | | |
| Work notes: | | |

Schedule

| | | | |
|---------------------|---------------------|--------------------|--|
| Planned start date: | 2017-02-17 04:22:22 | Actual start date: | |
| Planned end date: | 2017-02-22 04:23:41 | Actual end date: | |
| | | Down Time Start: | |
| | | Down Time End: | |

Planning

| | |
|--|--|
| Change plan: | |
| To get back the AUSMAXIMINE servers ownership for the user "servicemaxamine _sa(1021)" from the current ID; Ref: Attached [MAIL] - Server issue | |
| Backout plan: | |
| While the changes happen we are stopping our services and data by sent a mail to corresponding teams who involved. | |
| Test plan: | |
| Need complete access to the app/tool MAXAMINE to the user "servicemaxamine _sa" | |

Related List Title: Change Task List
Table name: change_task
Query Condition: Change request = CHG0093380
Sort Order: Number in ascending order

None

Related List Title: Approval List
Table name: sysapproval_approver
Query Condition: Approval for = CHG0093380
Sort Order: Order in ascending order

1 Approvals

| State | Approver | Approval Group | SOX CI |
|-----------|---------------|----------------|--------|
| Requested | Abhishek Gali | | |

Related List Title: Approval List
Table name: sysapproval_approver
Query Condition: Approval for = CHG0093380
Sort Order: Order in ascending order

1 Approvals

| State | Approver | Comments | Created | Short Description | Name | Requested For |
|-----------|---------------|----------|---------------------|--|---------------|---------------|
| Requested | Abhishek Gali | | 2017-02-17 05:17:34 | AMER - EXP -NR - DT - Server Access Denied | Abhishek Gali | |

Related List Title: Problem List
Table name: problem
Query Condition: Change request = CHG0093380
Sort Order: Number in descending order

None

Related List Title: CIs Affected List
Table name: task_ci
Query Condition: Task = CHG0093380
Sort Order: None

1 CIs Affected

| Configuration Item | Alias | Class | Company | Status | Severity | Owned by |
|-----------------------------|-------|-------------|---------|--------|----------|-------------|
| Maximine Validator (445360) | | Application | DELL | Design | 3 - Low | Rinku Singh |

Related List Title: Impacted Services List
Table name: task_cmdb_ci_service
Query Condition: Task = CHG0093380
Sort Order: None

None

Related List Title: Task Assessment List
Table name: task_assessment
Query Condition: Task = CHG0093380
Sort Order: None

1 Task Assessments

| Assessment | Completed by | Completed date |
|---------------------------------|----------------|---------------------|
| Software Change Risk Assessment | Suresh Konteti | 2017-02-17 05:16:36 |

Related List Title: Plan IT List
Table name: u_plan_it
Query Condition: Change Number = CHG0093380
Sort Order: None

None

Related List Title: Incident List
Table name: incident
Query Condition: Change Request = CHG0093380
Sort Order: Number in ascending order

None

Related List Title: Change Request List
Table name: change_request
Query Condition: Parent = CHG0093380
Sort Order: Number in ascending order

None

Related List Title: Incident List
Table name: incident
Query Condition: Caused by Change = CHG0093380
Sort Order: Number in ascending order

None

Related List Title: Conflict List
Table name: conflict
Query Condition: Change = CHG0093380
Sort Order: None

None

Related List Title: Incident List
Table name: incident
Query Condition: Sys ID =
Sort Order: in ascending order

None