**Request for Change (RFC) form**

All fields on this form are mandatory.

Please complete and return to [SHGITChangeManage@specialistholidays.com](mailto:SHGITChangeManage@specialistholidays.com)

**Change Detail**

|  |  |  |  |
| --- | --- | --- | --- |
| **Number:** | *\*system generated, no input required* | **State:** | *\*system generated, no input required* |
| **Requested by:**  The person raising the request, who could be submitting on behalf of others | Tim Wilson | **Approval:** | *\*system generated, no input required* |
| **Requested for:**  This can be anyone in the organisation who needs a change to be made | Margaret Gill, Marion Tyson | **Type:**   * Normal * Emergency * Unauthorised | Check ***ONE*** of the boxes above |
| **Template:**  Specify catalogue template name, if applicable | N/A |
| **Category:**   * Application * Infrastructure * Telecoms * Network | Check ***ONE*** of the boxes above | **Implementation team:**  Team responsible for change coordination and implementation | MI Team |
| **Configuration item:**  Specify which CIs are impacted by this change | N/A | **Implementer:**  Person responsible for physical deployment, which could include building and testing | Tim Wilson |
| **Affected System:**  Specify the system(s) that will be impacted by this change | STELLA | **Parent:**  Specify the incident/request number, if this change is to resolve an incident/request | DWSES-384 |
| **Priority:**  Specify how urgently the change is required   * Critical * High * Moderate * Low | Check ***ONE*** of the boxes above | **Project reference:**  If this change is project related, the project reference or description needs to be provided |  |

**Planning**

|  |  |
| --- | --- |
| **Short description:**  Short sentence accurately describing the change | Bug fixes for the STELLA application’s Amadeus Interface Record (AIR) files processing system |
| **Description:**  Full summary of the change, to include the reason for change, business benefit and the impact of not making the change | |
| * What we are doing?   Deploying a revised version of the Java class that processes AIR files twice daily.   * Why we are doing it?   To update the processing logic with all the AIR file record structure changes that have occurred since the last code deployment approximately 10 years ago.  This revised version can now process the new Electronic Miscellaneous Document (EMD) record structure. It extends the version deployed last week (SysAid / Change Request #390,338).   * What will be the outcome of implementing the change? (what will be different)   Processing errors due to record structure changes will be eliminated and only those errors that genuinely indicate a need for manual processing will be reported. | |
| **Implementation plan:**  Detailed step by step implementation plan and associated resource, if more than one. If the change spans more than 24 hours, please include timeline of activities. Timings to be included for how long each activity will take. | **Back out plan:**  Detailed step by step back-out plan and the associated resource, if more than one. Timings to be included for how long each activity will take. |
| * Check that a backup copy of the existing Java class source file is available * Copy the revised Java class source file to the application directory of the STELLA live server (10.80.226.148) * Load and compile this into the Oracle database server, replacing the existing Java class * Perform a test run of the revised Java class with a selection of recent AIR files (this will just test the new Java class and will not affect the live database) | * Load and compile the backup copy of the current Java class source file |
| **Impact/Risk assessment:**  A consequence statement that helps clearly articulate the impact/risk (s) associated with this change. | **Test plan:**  Detailed pre and post implementation test steps, and to specify test resource where this is someone other than the implementer. Test Evidence to be provided when the change is submitted. |
| The deployment only affects the twice daily processing of AIR files and will be performed after the scheduled runs have completed. If post-deployment testing is unsuccessful then the back-out plan will be performed as described above. If the first scheduled run with the new code is unsuccessful then the back-out plan will be performed as described above and the scheduled run repeated with the restored code.  There will be no outage of the STELLA front end application. | **Pre-deployment testing** has been performed over the past week within a NetBeans Java project and on a copy of the STELLA backend environment (the Oracle database and the script based .importing framework), both using test cases.  **Post-deployment testing** will be performed as described in the Implementation Plan above. |
| **Communication plan:**  Summarise what stakeholder communication/engagement (business, IT, 3rd party) has been undertaken and what is still required, if any. | |
| Tim Wilson will issue a deployment progress update to Margaret Gill and Marion Tyson.  No communications are needed to be sent from the Service Desk. | |

**Schedule**

|  |  |
| --- | --- |
| **Planned start date:**  Planned start date & time, of the first implementation step | Wednesday 22nd August, 10:00 AM |
| **Planned end date:**  Planned end date & time should allow for post implementation testing and rollback, if required | Wednesday 22nd August, 11:00 AM |

**Service outage**

|  |  |
| --- | --- |
| **Outage start date:**  Outage start date & time, of the first implementation step requiring an outage | N/A |
| **Outage end date:**  Outage end date & time should allow for rollback, if required | N/A |

**Implementation Record**

This section should be completed and returned to [SHGITChangeManage@specialistholidays.com](mailto:SHGITChangeManage@specialistholidays.com) within 24 hours of the scheduled change end time

|  |  |  |  |
| --- | --- | --- | --- |
| **Work start:**  Please specify ACTUAL change start time |  | **Work end:**  Please specify ACTUAL change end time |  |
| **Closure state:**   * Successful * Successful with issues * Failed backed out successfully * Failed backed out with issues * Closed skipped | Check ***ONE*** of the boxes above | **Work notes:** |  |

**Post Implementation Review**

If anything other than ‘successful’ has been selected as the ‘closure state’ above, please complete the relevant questions below:

**Successful with issues**

|  |  |
| --- | --- |
| Did the change cause an incident?   * Yes * No | Check ***ONE*** of the boxes above |
| Incident Number: |  |
| What will be done differently at the next attempt? |  |

**Partially completed**

|  |  |
| --- | --- |
| What will be done differently at the next attempt? |  |
| Why the change was partially completed. |  |
| What tasks within the change are still outstanding? |  |
| What issues occurred during the change? |  |

**Failed backed out successfully**

|  |  |
| --- | --- |
| Why did the change fail? |  |
| Did the change cause an incident?   * Yes * No | Check ***ONE*** of the boxes above |
| Incident Number: |  |
| What issues occurred during the change? |  |
| What will be done differently at the next attempt? |  |

**Failed backed out with issues**

|  |  |
| --- | --- |
| Why did the change fail? |  |
| Did the change cause an incident?   * Yes * No | Check ***ONE*** of the boxes above |
| Incident Number: |  |
| What issues occurred during the change? |  |
| What will be done differently at the next attempt? |  |

**Closed Skipped**

|  |  |
| --- | --- |
| Why was the change skipped? |  |