Hi All

Please find below the update for today covering Operational issues, Incidents and Changes from each Service Area within the IT Service.

Change

- **News**
  EMSS have a change freeze in place until the 9th August

- **On-going RFCs**
  F0425174 LAN2LAN router hardening and PlusNet migration – 4th Aug
  RFC443897 - Migrate/re-inflate Enterprise Vault (EV) Archived messages in to Exchange 2010 – 31st Aug
  F0446341 Bulk Change for firewall work on old internet firewall – 4th Aug
  F0460270 - DNS Changes - repointing DNS at two F5 Virtual Servers Loxley = "10.0.20.128", Woodthorpe = "10.20.20.128" – 31st July
  461165 - Cat45 replacement project – 31st July
  F0466510 - Configure Stealth DNS proof of concept – 31st July
  RFC 464217 - GPO Deletions and disabling – 28th July
  F0464236 Migrate/re-create L2L VPN for NCH Homelink Partners – 28th July
  465661 Install Phonebook feature to Call Plus Including Rollout of new Client – 27th July
  F0468015- Proof of concept for Quality of Service (QOS) – 11th Aug
  F0465514 - CONTROCC Residential Charging Interfaces Implementation – 27th July
  RFC F0465514 - Adult Residential Charging CONTROCC Interfaces – 27th July
  F0467696 build and test new Homelink connection to NCH – 1st Aug

- **Yesterday's RFCs**
  RFC 468196 - School Transport V1.04 – 7am
  RFC 468283 - Delegated Decisions 2.09 – 7am
  F0467151 - Quikframe Install on app server. – 10am
  eCAB F0465509 - disable global HCP proxy mode on WLC1 for LH 1st floor – 6pm

- **Today's RFC's**
  None
- **Tomorrow's RFC's**
  Ref: - 466868 - Upgrade Configuration Manager to 1702 – 7am
  F0468529-oraapps2-update procedure on CSATRAINING schema – 8am
  RFC468657 - Adding additional VLANs to Hyper-V / VMM – 2pm
  F0460270 - DNS Changes - epointing DNS at two F5 Virtual Servers Loxley = "10.0.20.128", Woodthorpe = "10.20.20.128" – 9pm

Infrastructure

- **Server Infrastructure** – Nothing to report

- **Database Support** – Nothing to report

- **Server Support**
  All issues with web browsing are now resolved.

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- **Network Services** – Nothing to report

- **Technical Services**
  There is an ongoing issue with the VPN connection at the Library in HMP Nottingham.

NCH ICT

- **Application Support** – No updates provided

- **Infrastructure Support** – No updates provided

IT Customer Services

- **IT Service Desk** - Nothing to report

- **Corporate Systems** - Nothing to report

Regards,