

Remedy, Release Management & Change Management

Information Systems Department Meeting
Wednesday, January 12, 2011

Resources

- ▣ <http://www-css.fnal.gov/apps/internal/ITIL/>
 - Links to Remedy production and development
 - Links to downtime procedure and data entry form
 - Change request work flow by risk code
 - Links to Change Management procedures
 - Links to Release Management checklist spreadsheets

Timing

- ▣ The Release Manager requires 24 hours to process all release documentation.
- ▣ The CAB requires 24 hours to review all documentation.
- ▣ The Change Manager approves all non-Major changes at 4:30 p.m. each business day.
- ▣ The Change Manager moves all Major change requests to build and implement onto the CAB's agenda at 4:30 p.m. on Monday.
- ▣ **For Major changes requesting implementation, your CRQ must reach the Release Manager no later than 4:30 p.m. Friday to make the CAB's agenda for the following Wednesday!**

Workflow Change for Minor Changes

- ▣ The CRQ is submitted to the group leader for approval to build.
- ▣ The CRQ then goes to the Change Manager for approval to build (*Note: This step will be eliminated sometime in CY2011-Q1*).
- ▣ The developer completes the work.
- ▣ The developer submits the CRQ to the group leader for approval to implement.
- ▣ The CRQ then goes to the Release Manager.
- ▣ The CRQ then goes to the Change Manager for final approval to implement.

Communications Request

Use this form to submit a request for the Service Desk to send an email to the specified users concerning downtimes to/upgrades of a service.

Communication requests should be submitted 2 days prior to when they will be sent, except in the event of emergency communications.

The submitter must be available for questions should they arise.

We will validate your Fermi ID below.

Your Fermilab ID: Be sure to include the N, V or C that appears, e.g., 01234N.
Your First Name: Your Last Name:
Your Office Phone: Your Email:

Announcement Email Subject



Announcement Email Recipients



Announcement Email Message



Additional Instructions for Service Desk

Send Announcement At



Is this announcement associated with an emergency change? Yes No

Emergency Change Request Number

CLEAR

SUBMIT

Create Change from Incident

Current mode: **Modify**

Save | New search | New request | Modify all | Searches | Advanced search | Clear | Set to defaults | Status history | Logout | Home

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management | Help

Incident Request |

Quick Links

- Assign to Me
- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcast
- Functions
- Advanced Functions
- Create Other Requests
- Consoles

Incident ID*+

Process Flow Status

Identification and Recording → Investigation and Diagnosis (Normal) → Resolution and Recovery → Incident Closure → Closed

SLM Status

Service Targets

Incident Request Information

Summary* Status Reason

Notes Status Reason

Escalated? Status Reason

Priority* Priority*

Weight* Weight*

Customer | Contact | Classification | Work Info | Vendor | Relationships | Resolution | SLM | Financials | Date/System

Customer Information

First Name*+ Company*+

Fermilab ID+ Organization

Last Name*+ Department

Phone Number*+ Site+

Create | Modify | Search | Clear Customer Information

Customer's CIs

2 entries returned - 2 entries matched | Preferences | Refresh

CI Name	Product Name	Model/Version	CI Status
LSS-95490	CPU BOX,P4,MID 1	DELL: DIM-4600	Deployed
LSS-100793	CPU BOX,P4 (OPT DELL OPTIPLEX C		Deployed

View | Relate | CI Viewer

Customer's Incidents

0 entries returned - 0 entries matched | Preferences | Refresh

Incident ID	Summary	Status	Priority
-------------	---------	--------	----------

View | Search | Refresh

Save | Print | Close

Automatically Relates to CRQ

Current mode: Modify

Save

New search

New request

Modify all

Searches

Advanced search

Clear

Set to defaults

Status history

Logout Home

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management

Incident Request

Help



Quick Links

Assign to Me

CI Search

Select Operational

Select Product

Select Template

View Broadcast

Functions

Advanced Functions

Create Other Requests

Consoles

Incident ID*+

INC000000065848

Process Flow Status



Identification and Recording



Investigation and Diagnosis
Normal



Resolution and Recovery



Incident Closure



Closed

SLM Status



Service Targets

Incident Request Information

Summary*

Repeated text in TRAIN email notices

Status*

In Progress

Status Reason

Notes

The class title, location and date/time

Impact*

4-Minor/Localized

Priority*

Low

Escalated?

No

Urgency*

4-Low

Weight*

0

Customer

Contact

Classification

Work Info

Tasks

Assignment

Vendor

Relationships

Resolution

SLM

Financials

Date/System

Relationships

Show Related

1 entries returned - 1 entries matched

Preferences

Refresh

Relationship Type	Request Type	Request Summary	Status	Start Date	End Date
Created	Infrastructure Change	CRQ000000001261: Repeated text in TRAIN email notices	Planning In Progress		



View

Remove

Request Type

Search

Create

Quick Actions

Execute

Save

Print

Close

Automatically Relates to Incident

Current mode: **Modify**

Save New search New request Searches Advanced search Clear Set to defaults Status history Home

BMC REMEDY IT SERVICE MANAGEMENT - Change Management Help

Infrastructure Change 

Quick Links

- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcasts
- View Calendar
- Functions
- Advanced
- Create Other Requests
- Consoles

Change ID*+ CRQ00000001261

Process Flow Status

Initiate > Review & Authorize >  Plan & Schedule (Normal) > Implement > Closed

Approval Status

- Current
- Overall

Change Request Information

Change Type* Change Status* Planning In Progress Impact* 4-Minor/Localized

Summary* Repeated text in TRAIN email Status Reason

Notes This is a Standard Change. Risk Level* Risk Level 2 Urgency* 3-Medium

Priority Medium

Requester Classification Work Info Tasks Assignment **Relationships** Approvers SLM Financials Dates

Relationships

Alternate Data Set Clear Show Related

1 entries returned - 1 entries matched Preferences Refresh

Relationship	Request Type	Request Summary	Status	Start Date	End Date
Created by	Incident	INC000000065848: Repeated text in TRAIN email notices	In Progress		

Request Type Quick Actions

View Remove Search Create Execute

Save Print Close

Mark the Incident as Pending

Current mode: **Modify**

Save | New search | New request | Modify all | Searches | Advanced search | Clear | Set to defaults | Status history | Logout | Home

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management Help

Incident Request bmcsoftware

Quick Links

- Assign to Me
- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcast
- Functions
- Advanced Functions
- Create Other Requests
- Consoles

Incident ID*+

Process Flow Status

Identification and Recording → Investigation and Diagnosis → Resolution and Recovery (Normal) → Incident Closure → Closed

SLM Status

Service Targets

Incident Request Information

Summary* ESH Application Issues-TRAIN Tickle | **Status*** Pending | **Status Reason** [Dropdown]

Notes The email function for the Tickle Re | **Impact*** 4-Minor/Localized | **Priority*** [Dropdown]

Escalated? No | **Response** No | **Urgency*** 2-High | **Weight*** [Dropdown]

Customer | Contact | Classification | Work Info | Tasks | Assignment | Vendor | Relationships | Resolution | SLM | Financials

Customer Information

First Name*+ Barrett | **Company*+** Fermilab

Fermilab ID+ 10269N | **Organization** ACCELERATOR DIVISION

Last Name*+ Fritz | **Department** ESH

Phone Number*+ 1 630 840-2230 | **Site+** FL

Create | Modify | Search | Clear Customer Information

Customer's CIs

2 entries returned - 2 entries matched | Preferences | Refresh

CI Name	Product Name	Model/Version	CI Status
087966	CPU BOX,DUAL G	APPLE: POWERM	Deployed
ESHTRAIN-PCI	CPU BOX	GATEWAY: E61C	Deployed

View | Relate | CI Viewer

Customer's Incidents

3 entries returned - 3 entries matched | Preferences | Refresh

Incident ID	Summary	Status	Priority
INC000000065040	ESH Application Issue	In Progress	Medium
INC000000063360	ESH Application Issue	Pending	Medium
INC000000061850	ESH Application Issue	Pending	Medium

View | Search | Total Incidents: 3

Save | Print | Close

Dropdown Menu:

- Automated Resolution Reported
- Client Hold
- Client Action Required
- Support Contact Hold
- Local Site Action Required
- Customer Response Received
- Purchase Order Approval
- Registration Approval
- Supplier Delivery
- Third Party Vendor Action Req'd
- Infrastructure Change Request
- Monitoring Incident
- Future Enhancement (clear)

Requester Information

Current mode: **Modify**

Save | New search | New request | Searches | Advanced search | Clear | Set to defaults | Status history | Home

BMC REMEDY IT SERVICE MANAGEMENT - Change Management Help

Infrastructure Change bmcsoftware

Quick Links

- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcasts
- View Calendar

Functions

- Advanced
- Create Other Requests
- Consoles

Change ID*+

Process Flow Status

Initiate > Review & Authorize > **Plan & Schedule** > Implement > Closed

Normal

Approval Status

Current Overall

Change Request Information

Change Type*	Change	Status*	Planning In Progress	Impact*	4-Minor/Localized
Summary*	Repeated text in TRAIN email	Status Reason		Urgency*	3-Medium
Notes	This is a Standard Change.	Risk Level*	Risk Level 2	Priority	Medium

Requester | Classification | Work Info | Tasks | Assignment | Relationships | Approvers | SLM | Financials | Dates

Requested By		Requested For	
Support Company*+	Fermilab	First Name+	Karen
First Name*	Matthew	Last Name+	Karlrix-Smith
Middle Name		Change Location	<input type="button" value="Details"/>
Last Name*+	Arena	Company*+	Fermilab
Phone Number+	1 630 840-4793	Region	
Organization	DS - COMPUTING DIVISION	Site Group	
Department	LSC/INF/EEEA	Site+	
Support Organization	Computing Division	Address	
Support Group Name	Enterprise Applications		

Save | Print | Close

Classification

Current mode: Modify

Save New search New request Searches Advanced search Clear Set to defaults Status history Home

BMC REMEDY IT SERVICE MANAGEMENT - Change Management

Infrastructure Change

Help



Quick Links

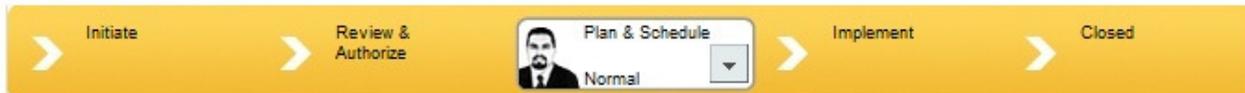
- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcasts
- View Calendar

Functions

- Advanced
- Create Other Requests
- Consoles

Change ID*+ CRQ000000001261

Process Flow Status



Approval Status

Current
 Overall

Change Request Information

Change Type*	Change	Status*	Planning In Progress	Impact*	4-Minor/Localized
Summary*	Repeated text in TRAIN email	Status Reason		Urgency*	3-Medium
Notes	This is a Standard Change.	Risk Level*	Risk Level 2	Priority	Medium

Requester Classification Work Info Tasks Assignment Relationships Approvers SLM Financials Dates

Change Classification

Timing*	No Impact
Timing Reason	
Lead Time	
Change Reason	
Business Justification	
Change Environment	
Sequence	0
Performance Rating (1 - 5)	

Operational Categorization

Tier 1+	Change
Tier 2	
Tier 3	

Product Categorization

Tier 1	Enterprise Applications
Tier 2	ESH Applications
Tier 3	TRAIN
Product Name+	
Model/Version	
Manufacturer	



Save Print Close

Assignment

Current mode: **Modify**

Save New search New request Searches Advanced search Clear Set to defaults Status history Home

BMC REMEDY IT SERVICE MANAGEMENT - Change Management Help

Infrastructure Change bmcsoftware

Change ID*+ CRQ000000001261

Process Flow Status

Initiate Review & Authorize  Plan & Schedule Implement Closed

Approval Status Current Overall

Change Request Information

Change Type* Change Status* Planning In Progress Impact* 4-Minor/Localized

Summary* Repeated text in TRAIN email Status Reason Urgency* 3-Medium

Notes This is a Standard Change. Risk Level* Risk Level 2 Priority Medium

Requester Classification Work Info Tasks **Assignment** Relationships Approvers SLM Financials Dates

Infrastructure Change Manager

Support Company* Fermilab Support Organization* Computing Division Support Group Name* Change Managers

Change Manager

Set Assignment using [] Set Clear

Infrastructure Change Assignee

Support Company Fermilab Support Organization Computing Division Support Group Name+ Enterprise Applications

Change Assignee+ Matthew Arena

Set Assignment using [] Set Clear

Time Spent Resolving Change Request

Start Time []

Time Spent (min) 0

Total Time Spent (min) 0

Start Clock Stop Clock Update Effort Log

Infrastructure Change Implementer

Support Company Fermilab Support Organization Computing Division Support Group Name+ Enterprise Applications

Change Implementer+ Kris Brandt

Set Implementer using [] Set Clear

Save Print Close

Work Information

Current mode: **Modify**

Save New search New request Searches Advanced search Clear Set to defaults Status history Home

BMC REMEDY IT SERVICE MANAGEMENT - Change Management
Infrastructure Change

Help



Quick Links

- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcasts
- View Calendar

Functions

- Advanced
- Create Other Requests
- Consoles

Change ID*+ CRQ000000001261

Process Flow Status



Approval Status

- Current
- Overall

Change Request Information

Change Type* Change Status* Planning In Progress Impact* 4-Minor/Localized
Summary* Repeated text in TRAIN email Status Reason
Notes This is a Standard Change. Risk Level* Risk Level 2 Urgency* 3-Medium
Priority Medium

Requester Classification **Work Info** Tasks Assignment Relationships Approvers SLM Financials Dates

Add Work Info

Work Info Type: General Information
Date:
Source:
Summary:
Details:

File Name	File Size	Attach Label
		Attachment 1
		Attachment 2

Add

Locked: No View Access: Public

Work Info History

Show

7 entries returned - 7 entries matched Preferences Refresh

Type	Summary	File	Submit Date
General Information	Release Mgmt Document	2	1/5/2011 12:29:42 PM
Backout Plan	Backout Plan		1/5/2011 12:24:55 PM
Install Plan	Install Plan		1/5/2011 12:24:29 PM
General Information	RE: CRQ000000001261		1/5/2011 11:38:19 AM
Email System	karlix@fnal.gov, CRQ0		1/5/2011 10:38:11 AM
Test Plan	Test Plan		1/5/2011 10:35:21 AM
Change Assessment	Change Assessment		1/5/2011 7:57:01 AM

View Report

Save Print Close

Install Plan

Change Work Info (ar-srv1) - Mozilla Firefox

fnal.gov https://ar-mtl.fnal.gov/arsys/forms/ar-srv1/CHG%3AWorkLog/Dialog+View+--+View/?cacheid=57fb04ab

bmcsoftware Help

Change Work Info

Work Info Type Install Plan **Locked*** Yes No

Date+ 1/5/2011 12:24:29 PM **View Access*** Internal Public

Source

Summary* Install Plan

Notes
1) Log into the database as the user TRAIN
2) Run the script CVS\ESH_apps\TRAIN\Core\pkg\Class_Attend_Email.sql

Limit 3 Attachments

File Name	File Size	Attach Label
		Attachment 1
		Attachment 2
		Attachment 3

Add

Submitter*

Submit Date* 1/5/2011 12:24:29 PM

7 entries returned - 7 entries matched

Type	Summary	Files	Submit Date
General Information	Release Mgmt Documents	2	1/5/2011 12:29:42 PM
Backout Plan	Backout Plan		1/5/2011 12:24:55 PM
Install Plan	Install Plan		1/5/2011 12:24:29 PM
General Information	RE: CRQ00000001261 - Repeated text in TRAIN emails		1/5/2011 11:38:19 AM
Email System	karlix@fnal.gov, CRQ000000001261 - Repeated text in TRAIN er		1/5/2011 10:38:11 AM

Save Close

Done

Back Out Plan

Change Work Info (ar-srv1) - Mozilla Firefox

fnal.gov https://ar-mt1.fnal.gov/arsys/forms/ar-srv1/CHG%3AWorkLog/Dialog+View++View/?cacheid=57fb04ab

bmcsoftware Help

Change Work Info

Work Info Type: Backout Plan Locked* Yes No

Date+: 1/5/2011 12:24:55 PM View Access* Internal Public

Source: [Empty]

Summary*: Backout Plan

Notes:
1) Log into the database as the user TRAIN
2) Run the previous version of the script CVS\ESH_apps\TRAIN\Core\pkg\Class_Attend_Email.sql from CVS.

Limit 3 Attachments

File Name	File Size	Attach Label
		Attachment 1
		Attachment 2
		Attachment 3

Add

Submitter*: 800000

Submit Date*: 1/5/2011 12:24:55 PM

7 entries returned - 7 entries matched Preferences Refresh

Type	Summary	Files	Submit Date
General Information	Release Mgmt Documents	2	1/5/2011 12:29:42 PM
Backout Plan	Backout Plan		1/5/2011 12:24:55 PM
Install Plan	Install Plan		1/5/2011 12:24:29 PM
General Information	RE: Backout Plan 61 - Repeated text in TRAIN emails		1/5/2011 11:38:19 AM
Email System	karlix@fnal.gov, CRQ000000001261 - Repeated text in TRAIN err		1/5/2011 10:38:11 AM

Save Close

Done

Detailed Installation Plan

Activity	Date	Start Time	End Time	Total Time	Resource	Notes
Final Approval from Wednesday's CAB	5-Jan-11				Mike Kaiser & CAB Members	
Communicate to users about Downtime (Email & Fermi Today)	6-Jan-11				Service Desk	
Patch preparations	7-Jan-11					
Hold scheduled concurrent jobs	7-Jan-11				Uday Manikonda, Al Dhimar	
Pre-patching snap backup	8-Jan-11					
Shutdown eBS Instance	8-Jan-11	6:00 AM	6:30 AM	30 min	Sripada Joshi	
Take a snap backup	8-Jan-11	6:30 AM	7:15 AM	45 min	Storage Admin	
Apply the following Baseline Update Patches	8-Jan-11					
Oct2010 CPU for 10204 (5 patches)	8-Jan-11	7:30 AM	9:30 AM	2 hrs	Sripada Joshi	
Oct2010 CPU for apps 11i (1 patch)	8-Jan-11	9:30 AM	10:30 AM	1 hrs	Sripada Joshi	
Oct2010 CPU patching for OID (PTA#15739)	8-Jan-11	9:30 AM	11:30 AM	2 hrs	Michael Kuc	

Dates

Current mode: **Modify**

Save New search New request Searches Advanced search Clear Set to defaults Status history Home

BMC REMEDY IT SERVICE MANAGEMENT - Change Management

Infrastructure Change

Help



Quick Links

- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcasts
- View Calendar

Functions

- Advanced
- Create Other Requests
- Consoles

Change ID*+ CRQ000000001261

Process Flow Status



Approval Status

Current Overall

Change Request Information

Change Type*	Change	Status*	Planning In Progress	Impact*	4-Minor/Localized
Summary*	Repeated text in TRAIN email	Status Reason		Urgency*	3-Medium
Notes	This is a Standard Change.	Risk Level*	Risk Level 2	Priority	Medium

Requester Classification Work Info Tasks Assignment Relationships Approvers SLM Financials **Dates**

Change Dates

Earliest Start Date	1/5/2011 8:03:09 AM	RFC Date	1/5/2011 8:03:09 AM
Requested Start Date+	1/7/2011 9:00:00 AM	Requested End Date+	1/7/2011 9:30:00 AM
Scheduled Start Date+		Scheduled End Date+	
Actual Start Date+		Actual End Date+	
Submit Date	1/5/2011 7:57:02 AM	Completed Date	
Submitter*	arenam	In Production Date+	

Task Dates

0 entries returned - 0 entries matched

Preferences Refresh

Task ID	Summary	TaskType	Scheduled Start Date	Scheduled End Date	Actual Start Date	Actual End Date
---------	---------	----------	----------------------	--------------------	-------------------	-----------------

Save Print Close

Calendar

BMC Remedy AR System

IT Home

Welcome *arenam*

Quick Links

[Approval Central](#)
[Remedy Knowledge Management](#)
[Group Paging Console](#)

Administrator Console
[Application Administration Console](#)

Asset Management
[Asset Management Console](#)

Change Management
[CCM Calendar View](#)
[Change Management Console](#)

Definitive Software Library
[Definitive Software Library Console](#)

Foundation Elements
[Overview Console](#)

Incident Management
[Incident Management Console](#)

Problem Management
[Problem Management Console](#)

Remedy Knowledge Management
[RKM Administration Console](#)

Requester Console
[Requester Console](#)

Task Management
[Parent Application Object](#)

New Calendar

KINETIC CALENDAR Forward Schedule of Change [Login](#)

◀ ▶ Today November 2010 Day Week Month List

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
12:00am CRQ0000000000316						
7	8	9	10	11	12	13
12:00am CRQ0000000000316						
14	15	16	17	18	19	20
12:00am CRQ0000000000316						
21	22	23	24	25	26	27
12:00am CRQ0000000000316						
28	29	30	1	2	3	4

Event Types

- FSC (0) ■
- FSC - Critical (4) ■
- FSC - Comp/Closed (0) ■

Timezone: GMT -05:00

Email Utility

Service Desk Group Docs Tele JACoW BBC Head

Change Management Console (Sea... Incident (Modif

Current mode: Modify

Save New search New request Searches Advanced sea

BMC REMEDY IT SERVICE MANAGEMENT - Change Mana

Infrastructure Change

Quick Links

- CI Search
- Select Operational
- Select Product
- Select Template
- View Broadcasts
- View Calendar

Functions

- Broadcast Change
- Copy Change
- Outage List
- Track Effort
- Reminders
- Email System**
- Paging System
- View Audit Log

Advanced

- Create Other Requests
- Consoles

Change ID*+ CRQ0000000

Process Flow Status

Initiate Re Aut

Change Request Information

Change Type* Change

Summary* Repeated text in

Notes This is a Standar

Requester Classification Work Inf

Change Dates

Earliest Start Date 1/5

Requested Start Date+ 1/7

Scheduled Start Date+

Actual Start Date+

Submit Date 1/5

Submitter* ar

Task Dates

0 entries returned - 0 entries match

Task ID	Summary
---------	---------

Save Print Close

Email System (ar-srv1) - Mozilla Firefox

fnal.gov https://ar-mt1.fnal.gov/arsys/forms/ar-srv1/CTM%3AEmail+System/Default+User+View/?cacheid=15a88b44

bmcsoftware Help

Email System

Email By Person Email Log

People Search Criteria

Company+ Phone Number+

First Name+

Last Name+ Karlix

Select Current Contact Select Current Assignee Clear

Search View

1 entries returned - 1 entries matched Preferences Refresh

First Name	Middle Name	Last Name	Login ID	Business Phone Num	Internet E-mail
Karen	L	Karlix-Smith	karlix	1 630 840-4365	karlix@fnal.gov

Email Information

Internet E-Mail* karlix@fnal.gov

Email Subject Line* CRQ000000001261

Email Message Body*

Email Attachment (Limit 1 Attachment)

File Name	File Size	Attach Label
		Email Attachment

Add

Send Current Field Value Into Email Message Body

- Status
- Summary
- Details
- Resolution

Send Email Now

Close

Done

New Release Checklist

A		B	D	E																								
Release Management General Checklist																												
As of: 16Nov10																												
<p>Instructions: #1 - Select the Change Type (Major, Minor Standard) from the pull down box, on the left. #2 - On the right, enter RFC Number, Description, and Date. #3 - For each question below, answer "Yes", "No", or "N/A". If the answer is "No" clarify why that choice was made in the comment section.</p> <p>A separate Release Management Go/No-Go meeting will be scheduled to review Minor and Major Releases.</p>			<p>RFC Number: _____</p> <p>RFC Description: _____</p> <p>RFC Date: _____</p>																									
<p>Change Type ▼</p> <ul style="list-style-type: none"> Sort A to Z Sort Z to A Sort by Color Clear Filter From "Change Type" Filter by Color Text Filters <div style="border: 1px solid gray; padding: 5px;"> <input checked="" type="checkbox"/> (Select All) <input type="checkbox"/> Major <input type="checkbox"/> Minor <input checked="" type="checkbox"/> Standard </div> <p>OK Cancel</p>		<table border="1"> <thead> <tr> <th>Yes, No, N/A?</th> <th>Comments, concerns, and risks</th> </tr> </thead> <tbody> <tr> <td></td> <td>Baseline been captured and stored?</td> </tr> <tr> <td></td> <td>Has been notified of the Release via separate Remedy Form, or has this been scheduled? [note: substitute Service Desk notification.]</td> </tr> <tr> <td></td> <td>Aware of the Release?</td> </tr> <tr> <td></td> <td><u>Other Pending Releases:</u></td> </tr> <tr> <td></td> <td>Are there any pending releases that will interfere with this release?</td> </tr> <tr> <td></td> <td>Do they interfere with any other pending releases?</td> </tr> <tr> <td></td> <td><u>Areas been formally notified and have they agreed to this Release, such as:</u></td> </tr> <tr> <td></td> <td>Impact Analysis?</td> </tr> <tr> <td></td> <td>Release successful?</td> </tr> <tr> <td></td> <td><u>Plans:</u></td> </tr> <tr> <td></td> <td>Rollback and backout plans been prepared?</td> </tr> </tbody> </table>			Yes, No, N/A?	Comments, concerns, and risks		Baseline been captured and stored?		Has been notified of the Release via separate Remedy Form, or has this been scheduled? [note: substitute Service Desk notification.]		Aware of the Release?		<u>Other Pending Releases:</u>		Are there any pending releases that will interfere with this release?		Do they interfere with any other pending releases?		<u>Areas been formally notified and have they agreed to this Release, such as:</u>		Impact Analysis?		Release successful?		<u>Plans:</u>		Rollback and backout plans been prepared?
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	Are there any pending releases that will interfere with this release?																											
	Do they interfere with any other pending releases?																											
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	Impact Analysis?																											
	Release successful?																											
	<u>Plans:</u>																											
	Rollback and backout plans been prepared?																											

Release Check List

A	B	D	E
1	Release Management General Checklist		
2	As of: 16Nov10		
3	<p>Instructions: #1 - Select the Change Type (Major, Minor Standard) from the pull down box, on the left. #2 - On the right, enter RFC Number, Description, and Date. #3 - For each question below, answer "Yes", "No", or "N/A". If the answer is "No" clarify why that choice was made in the comment section.</p> <p>A separate Release Management Go/No-Go meeting will be scheduled to review Minor and Major Releases.</p>	RFC Number: _____	
4		RFC Description: _____	
5		RFC Date: _____	
6			
7			
8	Change Type ▼	Yes, No, N/A?	Comments, concerns, and risks
9	Major		
10	Pre-Change Baseline:		If No or N/A then WHY?
11	Has a pre-change baseline been captured and stored?		
12			
13	Training Plan:		If No or N/A then WHY?
14	Has the required training documentation (or a correlative link) been attached to the CRQ?		
15	Has installation training been completed?		
16	Has support training been completed?		
17	Has end-user training been completed?		
18	Has operational training been completed?		
19			
20	Communication Plan:		If No or N/A then WHY?
21	Has the Service Desk been notified of the Release via separate Remedy Form, or has this been scheduled? [note: the RFC does not constitute Service Desk notification.]		
22	Are the end-users aware of the Release?		
23	Are there any other parties that need to be advised of this Release?		
24	Has the communication plan (or a correlative link) been attached to the RFC?		
25			
26	Impact on Other Pending Releases:		Check the Calendar!
27	Are there other pending releases that will interfere with this release?		
28	Will this release interfere with any other pending releases?		

Release Check List

	A	B	D	E	
1	Release Management General Checklist				
2	As of: 16Nov10				
3		Instructions: #1 - Select the Change Type (Major, Minor Standard) from the pull down box, on the left. #2 - On the right, enter RFC Number, Description, and Date. #3 - For each question below, answer "Yes", "No", or "N/A". If the answer is "No" clarify why that choice was made in the comment section.		RFC Number:	
4				RFC Description:	
5				RFC Date:	
6		A separate Release Management Go/No-Go meeting will be scheduled to review Minor and Major Releases.			
7					
8		Change Type <input type="text"/>		<u>Yes, No, N/A?</u>	<u>Comments, concerns, and risks</u>
30		Have other Enterprise Areas been formally notified and have they agreed to this Release, such as:			N/A w/o comment is usually OK
31	Safety, via a Job Hazard Analysis?				
32	Facilities Management?				
33	Network?				
34	Storage Network Services?				
35	Computer Security?				
36	Running Experiments?				
37	Will any automated processes be impacted by this Release (e.g., Autoblocker, DNS, CST scanning)?				
38	Are there any other explicit notifications and agreements required for this Release? (if so, list in Comments)				
39	Testing Results:			These should always be Yes!	
40	Was testing for this Release successful?				
41	Have the testing results (or a correlative link) been attached to the RFC?				
42	Pre-deployment User Acceptance Testing (External Testing) completed and passed?				
43	Are the UAT Results (or a correlative link) attached to the RFC?				
44					

Release Check List

Release Management General Checklist

As of: 16Nov10

Instructions: #1 - Select the Change Type (Major, Minor Standard) from the pull down box, on the left. #2 - On the right, enter RFC Number, Description, and Date. #3 - For each question below, answer "Yes", "No", or "N/A". If the answer is "No" clarify why that choice was made in the comment section.

A separate Release Management Go/No-Go meeting will be scheduled to review Minor and Major Releases.

RFC Number:

RFC Description:

RFC Date:

Change
Type

Yes, No, N/A?

Comments, concerns, and risks

Installation/Backout plans:

These should always be Yes!

Have the Installation and backout plans been prepared?

Does the Installation plan timeframe include sufficient time for the back out plan?

Have the Installation and backout plans been tested?

Have the Installation and backout plans (or a correlative link) been attached to the CRQ?

Known Errors/Work-arounds:

N/A is OK

Have known errors and work-arounds been provided to appropriate areas (e.g., Problem Management / Service Desk / Incident Management)?

Required Resources:

Should always be Yes!

Are required resources (including personnel, tools, hardware, software, access to work area, etc.) all available?

Capacity Implications:

N/A is OK

Have you notified your Capacity Analyst or the Capacity Manager, if this Release adversely affects capacity (e.g., storage, network, CPU, memory)?

Minor/Major Application Documentation:

N/A is OK

Have you updated the area's Minor Application or Major Application documentation? (Generally, this is N/A).

RFC Adherence:

Should always be Yes!

Does this release accurately reflect the RFC?

Worst Case Result:

Comment required

Is there anything at all that could pose any problem whatsoever with the deployment of this Release that should be brought to the attention of the CAB and/or Change Management? If so, what? What is the worst case event that could reasonably arise from the failure of this Release, and how long would it take to resolve that event?

Worst case; the installation fails and the backout plan is implemented.