

UIT Change Control System Approver/Reviewer

What are Submissions?

A submission is a collection of basic information about upcoming changes to production servers. It consists of information about the change such as date, time, reason, risk, back-out plans, and other useful information for administrators and other UIT employees. Submissions should be made when any change is made to a production server.

Logging In

Before you can start reviewing or approving change submissions, you need to log into the change control system. To login, open your web-browser of choice, usually Firefox, Safari, or Internet Explorer, and go to <http://changecontrol.uit.tufts.edu>. Then enter your UTLN and trumpeter password, and you'll be ready to start reviewing!

What is a Reviewer?

As a reviewer, your responsibility is to do a basic check on the information provided by the submitters of change requests. Usually this includes making sure that all of the necessary fields are filled in and that the information makes sense. When a change request is submitted, its status is set to *Submitted*. After you have checked the data in the change request, you change the status to *Pending* for further review. **Please do not review/approve change requests that you have submitted.**

Viewing Requests Awaiting Review

To view change requests that have been submitted for review, **click the View Prescheduled link** in the sidebar. *The prescheduled change request page appears.* Any requests whose status is set to *Submitted* are awaiting review.

Reviewing Requests

To review a change request, from the prescheduled change request page (see above), **click the Update link** next to any request whose status is *Submitted*. *The update*

submission form appears.

Change the status from Submitted to Pending and choose a category for the change. Then click the submit button. *The changes saved screen appears*

Status:	<input type="text" value="Submitted"/>	<input type="button" value="submit"/>
Ticket #:	<input type="text" value="Submitted"/> <input type="text" value="Pending"/>	

What is an Approver?

As an approver, your responsibility is to review the request for thoroughness of testing, accuracy of plans, and timing of change. If the request passes these criteria, the request is approved (see below). If more planning is necessary because the change involves multiple departments or the timing should be coordinated with other changes, the status can be set to *CM Review* and reviewed at the weekly Change Control meeting.

Viewing Requests Awaiting Approval

To view change requests that are awaiting approval, **click the View Prescheduled link** in the sidebar. *The prescheduled change request page appears.* Any requests whose status is set to *Pending* are awaiting review.

Approving Requests

To approve a change request, from the prescheduled change request page (see above), **click the Update link** next to any request whose status is *Pending*. *The update submission form appears.*

Change the status from Pending to Approved. Then click the submit button. *The changes saved screen appears*

Denying Requests

To deny a request, **click the View Prescheduled link** in the sidebar. Then **click the Update link** next to the change request you wish to deny. Finally, **change the status to Denied, fill in the Comments/Results box with the reason the request was denied, and click the submit button.** *The changes saved screen appears.*

Requesting a CM Review

To request that a change request be reviewed at the weekly Change Control meeting, **click the View Prescheduled link** in the sidebar. Then **click the Update link** next to the change request you wish to set to CM Review. Finally, **change the status to CM Review, fill in the Comments/Results box with the reason for review, and click the submit button.** *The changes saved screen appears.*

Lead-Time

For expected turnaround time for change submissions, **click the Standard Model-Lead Time link** in the sidebar.

E-mail Correspondence

If you are a reviewer, you will be e-mailed whenever a change request is submitted.

If you are an approver, you will be e-mailed whenever a change request is awaiting approval.

States

Submitted - The change request has been submitted but not yet approved by the TCOPS team.

Pending - The change request has been given a 'sanity check' by the TCOPS team and is to be received by the Approvers.

Approved - The change request has been approved and is ready to be given final approval by the Change Manager.

Scheduled - The change request has been approved by the Change Manager and is ready to be completed.

Completed - The change has been performed on the

servers.

Denied - The change request has been denied. Denied requests will always list the reason for denial in the comments so they can be resubmitted.

CM Review - The change conflicts with other changes or affects many groups and must be reviewed at the Change Review Meeting.

CAB Review - The change request is of high-risk or high-visibility and is being reviewed by the Change Advisory Board. After review, the change will either be scheduled or denied.