



# UIT Change Control System Service Disruptions

## Service Disruptions

### What is a service disruption?

A Service Disruption is any outage, planned or unplanned, in a service that causes the service to be unavailable to or unusable by those individuals who rely on the service to conduct their normal university business.

### Logging In

Before you can start reporting service disruptions, you need to log into the change control system. All UIT staff members are automatically given submission rights to the change control system. To log in, 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 submitting!

### Creating a Submissions

To create a submission, **click the Submit New link** on the sidebar. *The new submission form will appear.*

Next change the type of outage to Service Disruption. *The switching to Service Disruption Format Box will appear.* Click OK. *The form will change to the service disruption form.*

Fill in the form with the information pertaining to your Service Disruption. If you have any attachments that would be useful to include such as more detailed information, they can be attached at the bottom by clicking *Browse* and selecting the file. When you are finished, **click the Submit button**. *The form will be submitted into the system with CAB Review Status.*

If you were missing required information (almost all of the fields are required), the form will not be submitted and will instead be redisplayed so that you can see which fields you missed. When you have filled in the missing information, **click the Submit button** again to submit the form.

## E-mail Correspondence

As a submitter, you will receive e-mail about your submission whenever it is updated. After the CAB Review adds comments, you may be required to make improvements. If so, you will receive an email letting you know that your report's status has changed to CM Review. After you have made the requested improvements, you will have to change the status of your report to Implemented. (See Below)

If you are not required to make improvements, you will receive an email saying that your report's status has been set to completed. No further action is required on your part.

### Implementing Improvements

After you have implemented the improvements listed in your report, you have to log that they have been implemented. To do this **click the View Prescheduled** link in the sidebar. *The view Prescheduled Reports page appears.*

Next, find your service disruption report among those listed and **click update**. *The update status page appears.* Now, **change the status box from CM Review to Implemented and click the Submit button**. *The your changes have been made page appears.*

Your status has been changed to implemented and the CM will close out the report.

## States

**Implemented** – The improvements suggested by the CAB have been implemented. The request is waiting to be set to completed by the Change Manager.

**Completed** - The report is complete. Further changes can only be made by the Change Manager.

**Canceled**- The report has been canceled.

**CM Review** - The report requires improvements to be made.

**CAB Review** – The report is waiting to be viewed by the CAB.