UIT Change Control System Submitter/Requestor

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.

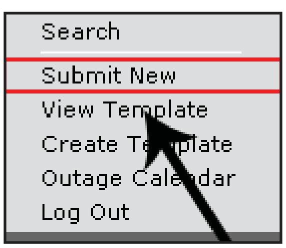
Logging In

Before you can start making change submissions, you need to log into the change control system. All UIT staff members are automatically given submission rights to 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 submitting!

Templates or Creating from Scratch

If the change you are performing is a one-time event, creating a submission from scratch is the best option. If the event will be recurring, using a template will save a lot of time, as you will only have to fill in the basic information once.

Creating a Submission from Scratch



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

Fill in the form with the information pertaining to your change. If you have any attachments that would be useful to include such as more detailed change 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 change control system with a submitted 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.

Creating a Template

Templates are extremely useful for routine changes that are performed on a regular basis. They allow you to fill in all of the fields ahead of time (with the exception of date), and then work from the template to submit new change requests when you need them.

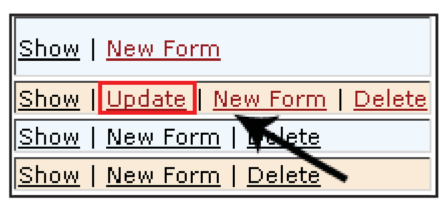
To create a template, **click the Create Template link** on the sidebar. *The create template form will appear.*

This form contains all of the same fields as the new submission form does with the exception of date. Fill in the form with the information pertaining to your change, and then click submit. Unlike creating a submission from scratch, you can leave any fields that you like blank and fill them in later when you create your submission from the template. When you are finished inputting your information, **click the Submit button** at the bottom of the form. *The template submission page is displayed.*

Modifying an Existing Template

Sometimes, you may need to make changes to an existing template that you have created. To do this, **click the View Template link** on the sidebar. *The view templates screen appears.*

Next, **click the Update link** next to the template that you want to change. *The modify template screen will appear.*



After you have made the changes you would like to make to the template, **click the Submit button** at the bottom of the screen. *The template saved screen will appear.* Your changes have been saved and the template is updated and ready for use.

Deleting an Existing Template

To delete a template, first c**lick the View Template link** on the sidebar. *The view templates screen appears.*

Next, **click the Delete link** on the right of any template that you created. *The template is deleted. Warning: There is no confirmation of deleting templates and no way to recover them.*

Creating a Submission from a Template

Now that you have created a template, you're ready to start using it. First, **click the View Template link** in the sidebar. *The view templates screen appears.*

Next, **click the New Form link** next to the template you wish to use. *The new submission page appears filled with the values from the template.*

After you fill in the date and any information not included in the template, **click the Submit link** at the bottom to submit the form. *The form will be submitted into the change control system with a submitted status.*

Exceptions to Submissions

Not all production server changes require change control. For a complete list of exceptions, **click the Exception List link** in the sidebar. To request that an exception be added to the list, e-mail Barbara.Heffernan@tufts.edu.

Lead-Time

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

Emergency Changes

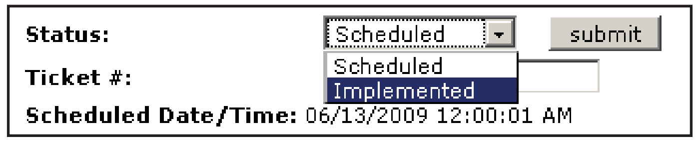
Sometimes, an emergency crops up that just needs to be fixed immediately. In the event of an emergency change, perform the change to the servers then submit the change documentation afterwards with the date/time the change occurred.

Implementing a Change

After the change has been applied to the systems, the completion of the change has to be documented. To document it, **click the View Scheduled link** in the sidebar. *The scheduled change requests screen appears.*

Next, **click the Update link** on the change request you wish to document. *The update submission form will appear.*

Enter the date and time the change was completed, and change the status from Scheduled to Implemented then click the submit button. *The changes saved screen appears.*



E-mail Correspondence

As a submitter, you will receive e-mail about your submission whenever it is updated. To know how far your submission is in the approval process, see the descriptions of the various states below.

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 waiting for action from 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.

Implemented - The change request has been performed on the production environment and is awaiting final completion by the Change Manager.

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 effects many groups and must be reviewed at the Change Review Meeting.

CAB Review - The change request is of high-risk or high-visability and is being reviewed by the change advisory board. After review, the change will either be scheduled or denied.