Data Communications Company

Change Calculations Used For High and Low Impact Maintenance Windows

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- v1.0

- In order to fully assess changes and to ensure that the correct maintenance window is selected, we use a **Change Risk Calculator**.
- The calculation:

Core Service	Customer Affecting	Low Complexity	Downtime Greater than (>)10 mins
4	10	x 2	x 5
None Core Service	None Customer Affecting	High Complexity	Downtime Less than (<)10 mins (caters for Failovers)
1	0	x 5	x 1

Service	Caluculator
DUIS	4
DUIS1	4
DUIS2	4
DUIS3	4
Motorway	4
SMART M2M	4
Comms Hub Manager	4
Security Validator	4
Share Point	4
DCO Application	4

Service	Caluculator
OI / OT	1
SSI	1
SSMI	1
Remedy	1
Orchestration	1
Coverage Checker	1

- **High complexity:**
  - Multiple technical teams required to implement the Change
  - Teams from different organisations required to support the Change
  - Detailed Changes with no track record (1 of a kind Changes)
- **Low complexity:**
  - All other Changes not attributed to "High Complexity". Examples are:
    - Changes contained within a single supplier, typically a single team
    - A simple repeatable Change
    - Slightly more complex Changes that are proven, repeatable, possibly automated and well-practiced
    - Typically, single team implementation

- Examples of Change Calculator in use

Service Value	Customer Affecting	Complexity	Downtime	Total Score	Lead time
1	0	2	1	2	10WD
1	0	2	5	10	10WD
1	10	2	1	110	20WD
1	10	2	5	110	20WD
1	10	5	5	110	20WD
4	10	2	1	140	20WD
4	10	5	5	140	20WD

- Examples

CRQ000000116871 - ** SUCCESSFUL** DSP - PROD Remedy Resilience - Primary SQL Server

Submitted 25/06/2019 13:28:15 - Implemented 09/07/2019 20:00:00

The above change is affecting a NON CORE system, with loss of resilience, no outage to customer – 10 WD lead time required

CRQ000000117698 - *SUCCESSFUL* DSP Prod Release 37 Sep 2019

Submitted 15/08/2019 15:13:19 Implemented 24/09/2019 20:00:00

The above change requires full outage to Motorway (CORE), affecting the customer – 20 WD lead time required

Examples of High Impact Window Releases 2020

21st January 2020 High Impact Window included

- • CRQ000000120863 - DSP - Prod - Defect Maintenance Release #41
- • CRQ000000121947 - DSP - TR05566- PROD DMA01 VM uplift
- • CRQ000000120848 - Arqiva - PROD - Upgrade RNI
- • CRQ000000120794 - TEF -SMIP OT - Failover from Ref 4 to REF4 DR
- • CRQ000000120666 - CAPGEM - PROD - *Release* Deploy CP 1.3.4 to Production
- • CRQ000000120665 - CAPGEM - PROD - *Release* - Deploy DCO 1.10.1 to Production
- • CRQ000000119230 - CAPGEM - PROD – DCO Configuration of MOC & FOC HSM's in PROD-B
- • CRQ000000120604 - S1SP – PRODUCTION – JAN MR R2.5_IE_RN79
- • CRQ000000119728 - SIE - PROD - RHEL OS Patch Deployment

16th January 2020 Low Impact Window:

- CRQ000000121304 - DSP PROD TR05238 –Q4 NZDT OS Patching

28th January 2020 Low Impact Window :

- • CRQ000000120972 - CP - PROD - View CP Log Files in ELK (Capgemini Monitoring Tool)
- • CRQ000000121985 - CP - DR - Remedial Activity to Complete CP 1.3.4 Deployment on CP DR Environment
- • CRQ000000121049 - TEF - REF 4 - CHDB REF 4 AD Agent upgrade
- • CRQ000000119933 - TEF - <SMIP CHDB CCDB REF4 Marlow passive and REF4 DR Slough active server downtime
- • CRQ000000119149 - TEF - Prod - CCDB/CHDB AD agents upgrade.