

ans

Standard Change Listings

Contents

.....	1
1. Cloud Services Changes	3
2. Infrastructure Changes	4
2.1 Infrastructure Changes (continued)	5
2.2 Infrastructure Changes (continued)	6
2.3 Infrastructure Changes (continued)	7
2.4 Infrastructure Changes (continued)	8
2.5 Infrastructure Changes (continued)	9
2.6 Infrastructure Changes (continued)	10
2.7 Infrastructure Changes (continued)	11
2.8 Infrastructure Changes (continued)	12
2.9 Infrastructure Changes (continued)	13
3. Networking Changes	14
3.1 Networking Changes (continued)	15
3.2 Networking Changes (continued)	16
4. Apps Changes	17
4.1 Apps Changes (continued)	18
5. Backup Services Changes	19
5.1 Backup Changes (continued)	20
5.2 Backup Changes (continued)	21
5.3 Backup Changes (continued)	22
6. General Changes	22

1. Cloud Services Changes

Type of Change	Examples	Exception
[AWS] Increase [Read/Write] Capacity Usage on EU-W1:twas_[user/user_login]:DynamoDB:AWS_DynamoDB	Provision new capacity count on AWS_DynamoDB <NAME> <OLD SIZE> <NEW SIZE>	
{AWS} Rightsize AWS Instance {INSTANCE NAME}		
Cloud - AWS Instance Rightsizing {Instance Name}	Resize <Instance Name> from <Current Size> to <New Size>	
Cloud - AWS EC2 Reserved Instance Purchase {Instance Type}	Purchase <Number to purchase> Partial Upfront, 12 months, <RI Size> reservation for a total upfront price of <Price>. The Effective Cost Savings including the amortised upfront	
Cloud - AWS Rightsizing Delete Instance {Instance Name}	Delete Instance {Instance Name}	
Cloud - Automated power management of Dev resources	All <instances/VMs> with the following tags: Environment:DEV AutoOff:<hour> Will be powered off at the specified hour.	
Cloud - Azure VM Rightsizing {VM Name}	Resize <Azure VM Name> from <Current Size> to <New Size>	If the current VM Cores quota for the new VM Family cannot accommodate the additional cores.
Cloud - Convert Azure Availability Set to Managed Disks - {AvailabiltySet_Name}	Convert Azure Availability Set to Azure Managed Disks.	
Cloud - Convert Azure Virtual Machine to Managed Disks - {VM_Name}	Convert VM <VM_Name> to Azure Managed Disks.	
Cloud - Azure Rightsizing Delete VM {VM Name}	Delete VM {VM Name} from Resource Group {Resource Group}	

2. Infrastructure Changes

Type of Change	Examples	Exception
[HYPERV] Resize Windows 2012 R2 Disk Hyper-V (VM) - <VM NAME> <DISK ID>		When there is not enough capacity within the storage.
[HYPERV] Delete Hyper-V VM Checkpoint		When the customer has not agreed for the snapshot to be removed. When there is not enough capacity within the storage.
[HYPERV] Edit Virtual Machine CPU or RAM settings <VM HOSTNAME HERE>		Over 5 VMs in one request. Where the customer has not agreed to downtime When there is not enough compute resource for the change.
[HYPERV] Edit VM Network Adapter		Where the customer hasn't specified a maintenance window. Where the customer hasn't specified a maintenance window.
[HYPERV] New Disk on a Hyper-V VM		Where there is not enough space on the underlying storage.
[HYPERV] New Hyper-V VM (Blank OS) <VM Hostname>		A request which includes provisioning over 9 VMs.
[HYPERV] New Hyper-V VM Checkpoint		Where the customer has not agreed to the checkpoint because of the performance impact

2.1 Infrastructure Changes (continued)

<p>[HYPERV] New Virtual Machine from Template <VM HOSTNAME HERE></p>		<p>Over 9 new VMs in one request. VMs that differ from pre-defined OS template or include additional software other than the OS.</p>
<p>[NETAPP 7-MODE] Assign Replacement Disks to NetApp Controller <CONTROLLER NAME></p>		
<p>[NETAPP 7-MODE] Edit NetApp Autosupport Settings</p>		
<p>[NETAPP 7-MODE] Edit Netapp Snapshot Schedule <CONTROLLER NAME><VOLUME NAME></p>		<p>Where the volume does not have enough space to accommodate further snapshots.</p>
<p>[NETAPP 7-MODE] Install DFM Plugin [version] on [DFM Server] ***</p>		
<p>[NETAPP 7-MODE] Install or Update NetApp System Manager</p>		<p>Raise as a normal change if a Java update is also needed.</p>
<p>[NETAPP 7-MODE] Mount Snapvault Snapshot and Restore from Backup</p>		<p>Within the IAAS platform Snapvault snapshots only covers the last 30 days. Anything older than that is not retained. Not all customers utilise SnapVault backups. Some use Commvault schedules. Check with Apps team for confirmation.</p>

2.2 Infrastructure Changes (continued)

[NETAPP 7-MODE] New DFM Alarms and Reports ***		For a fully managed customer alerts should only go to ANS group. If the customer requests that we send alerts to them this must be logged and assessed as a standard change.
[NETAPP 7-MODE] New NetApp CIFS Shares		Where the aggregate does not have enough space. Where the CIF share is presented through a vFiler, needs to be a normal change.
[NETAPP 7-MODE] New NetApp LUN <LUN NAME>		Where the aggregate does now have enough space Requests from customers on the
[NETAPP 7-MODE] New NetApp Qtree <Qtree Name>		
[NETAPP 7-MODE] New NetApp Volume <VOLUME NAME>		Where the aggregate does not have enough space Requests from customers on the ANS IaaS platform.
[NETAPP 7-MODE] New User Quota - NetApp		
[NETAPP 7-MODE] Reboot SP Port		
[NETAPP 7-MODE] Resize NetApp LUN <LUN NAME>		
[NETAPP 7-MODE] Resize NetApp Volumes <VOLUME NAME>		Where the aggregate does not have enough space Requests from customers on the ANS IaaS platform.

2.3 Infrastructure Changes (continued)

[NETAPP C-DOT] Assign Replacement Disks to NetApp Controller		
[NETAPP C-DOT] Edit NetApp Autosupport Settings		
[NETAPP C-DOT] Edit Netapp Snapshot Schedule		Where the volume does not have enough space to accommodate further snapshots.
[NETAPP C-DOT] Install DFM Plugin [version] on [DFM Server]		
[NETAPP C-DOT] Mount Snapvault Snapshot and Restore from Backup	<p>Within the National Cloud platform Snapvault snapshots only covers the last 30 days. Anything older than that is not retained.</p> <p>Not all customers utilise SnapVault backups. Some use Commvault schedules. Check with the Apps team for confirmation.</p>	[NETAPP C-DOT] Mount Snapvault Snapshot and Restore from Backup
[NETAPP C-DOT] New DFM Alarms and Reports		For a fully managed customer alerts should only go to ANS group. If the customer requests that we send alerts to them this must be logged and assessed as a standard change.

2.4 Infrastructure Changes (continued)

[NETAPP C-DOT] New NetApp CIFS Shares		<p>Where the aggregate does not have enough space.</p> <p>Where the CIF share is presented through a vFiler, needs to be a normal change.</p> <p>Requests from customers on the ANS IaaS platform.</p>
[NETAPP C-DOT] New NetApp LUN <LUN NAME>		<p>Where the aggregate does not have enough space</p> <p>Requests from customers on the ANS IaaS platform.</p>
[NETAPP C-DOT] New NetApp Qtree <Qtree Name>		
[NETAPP C-DOT] New NetApp Volume <VOLUME NAME>		<p>Where the aggregate does not have enough space</p> <p>Requests from customers on the ANS IaaS platform.</p>
[NETAPP C-DOT] New User Quota - NetApp		
[NETAPP C-DOT] Reboot SP Port		
[NETAPP C-DOT] Resize NetApp LUN <LUN NAME>		

2.5 Infrastructure Changes (continued)

[NETAPP C-DOT] Resize NetApp Volume <VOLUME NAME>		Where the aggregate does not have enough space Requests from customers on the ANS IaaS platform.
[PANZURA] Create New Share		
[RAPID CHANGE] - [SUCCESS/FAILURE] - [WORKFLOW] - [CUSTOMER]	There are no exceptions for a RAPID workflow.	[RAPID CHANGE] - [SUCCESS/FAILURE] - [WORKFLOW] - [CUSTOMER]
[RAPID CHANGE] - [ZERTO] - [Add a VM to a DRaaS VPG] - [CUSTOMER]		
[RAPID CHANGE] - [ZERTO] - [Create a DR Protection Group] - [CUSTOMER]		
[RAPID CHANGE] - [ZERTO] - [Remove a DR Protection Group] - [CUSTOMER]		
[RAPID CHANGE] - [ZERTO] - [Remove a VM from a DRaaS VPG] - [CUSTOMER]		
[RAPID CHANGE] - [ZERTO] - [Request DR Failover Test] - [CUSTOMER]		
[SERVER] Reboot of Server	Reboot of server to fix routine problems	Only if the server is non- business critical and has been agreed with the customer

2.6 Infrastructure Changes (continued)

[VMWARE] Delete VMware VM Snapshots		Where the customer has not agreed to delete the snapshots. Where there is not sufficient disk space. The free space must match total size of all snapshot disk files
[VMWARE] Dismount VMDK from Commvault for Virtual Machine <Virtual Machine Name>	[VMWARE] Dismount VMDK from Commvault for Virtual Machine <Virtual Machine Name>	[VMWARE] Dismount VMDK from Commvault for Virtual Machine <Virtual Machine Name>
[VMWARE] Edit Virtual Machine CPU or RAM settings <VM HOSTNAME HERE>	Over 5 VMs in one request.	[VMWARE] Edit Virtual Machine CPU or RAM settings <VM HOSTNAME HERE>
[VMWARE] Edit Virtual Machine Network Adapter VLAN		Where the customer has not agreed and specified a maintenance window.
[VMWARE] Mount SMVI Snapshot and Restore Files and Folders		SMVI snapshots only cover the last 7 days. Anything older than that up to 30 days needs a snapvault restore.
[VMWARE] New Disk (VMDK) on a VM <VM NAME>		Where there is not enough space in the underlying datastore. Requests from customers on the ANS IaaS platform.

2.7 Infrastructure Changes (continued)

[VMWARE] New Virtual Machine from Template <VM HOSTNAME HERE>		Over 9 new VMs in one request. VMs that differ from pre-defined OS template or include additional software other than the OS.
[VMWARE] New Virtual Machine No Operating System		Over 9 new VMs in one request. If the customer asks you to install the operating system this needs to be raised as a normal change.
[VMWARE] New VM from OVF template		No more than 3 OVFs to be deployed as a standard.
[VMWARE] New VMware NFS datastore - <Datastore Name>		Where there is not enough space in the underlying aggregate.
[VMWARE] New VMware VMFS Datastore		Where there is not enough space in the underlying aggregate.
[VMWARE] Resize VMware NFS Datastore - <CUSTOMER> <DATASTORE>		Where there is not enough space in the underlying aggregate

2.8 Infrastructure Changes (continued)

[VMWARE] Resize VMware VMFS Datastore - <CUSTOMER> <DATASTORE>		Where there is not enough space in the underlying aggregate
[VMWARE] Resize Windows 2008/2012 Disk (VM) - <VM NAME> <DISK ID>		Where there is not enough space in the underlying aggregate
[VMWARE] Take VMware VM Snapshot(s)		Where there is not enough sufficient disk space. The free space must match total size of all snapshot disk files
[VMWARE] VMotion Virtual Machine <VM Name>		<p>More than 3 Virtual Machines in one request.</p> <p>Zerto VRAs.</p> <p>Microsoft Cluster Service Servers - normal change needs to be raised for these.</p> <p>Virtual Machines with Raw Device Maps (RDM)</p> <p>Evacuating a host for maintenance mode - this should be raised as a normal change.</p> <p>If any affinity rules conflict with the selected host</p> <p>If new host doesn't have enough resources to support the Virtual Machine</p>
[VMWARE] Zerto Test Failover - <VPG NAME HERE>		<p>Full test failover of all VPGs on customer environment</p> <p>Where there is not enough capacity to carry out the test.</p>

2.9 Infrastructure Changes (continued)

<p>{VMWARE} Delete VM <VM/VMs NAME></p>		<p>If more than 6 VMs requested to be deleted.</p> <p>Where RDM disks are attached to the VM</p> <p>Where VM is protected by Zerto -</p> <p>If the VM is protected by SRM</p>
<p>[VMWARE] Add Virtual Network Adapter - <VM></p>	<p>"Add a new virtual network adapter to a virtual machine.</p>	<p>[VMWARE] Add Virtual Network Adapter - <VM></p>
<p>[VMWARE] Consolidate Virtual Machine - <VM Name></p>	<p>The below virtual machine(s) require consolidation due to running on snapshot delta disks:</p> <p><List of VMs requiring consolidation></p>	<p>Should only be carried out by the Platforms team.</p> <p>If the Snapshot delta disks are above 20GB in size then a normal change should be raised to evaluate the potential impact to service.</p>

3. Networking Changes

Type of Change	Examples	Exception
[NETWORK] Access Control List Change	To restrict access to an outside IP address or URL.	Any request that has not come directly from a customer. Internal ANS requests are subject to CAB approval. Any rule that may compromise security such as opening all IP's and ports. Eg. Someone has requested full 'ip' in their change.
[NETWORK] Create/Edit Etherchannel/Port-Channel	To create more bandwidth between switches	Any request that has not come directly from a customer. Internal ANS requests are subject to CAB approval.
[NETWORK] DNS Server Configuration	To edit the DNS server of a particular DHCP pool or router	
[NETWORK] Interface Reset (shut_noshut)	To shut down an interface or bring it up after plugging something in.	Exception should be made when the port in question has an ip address assigned, is routed/SVI or if more than 6 are being made at one time.
[NETWORK] IP Helper Address	To send DHCP requests to a server	Exception to be made if the layer3 interface doesn't currently exist in the configuration.
[NETWORK] IP SLA Monitor & Track	To setup some sort of monitoring for response or latency	Exception should be made when the track is being assigned to a static route statement, HSRP or otherwise.
[NETWORK - ASA] Add/Remove Cisco Time Based License to ASA	Add/Remove Cisco time based license to <ASA NAME>	
[NETWORK - IPS] Update Cisco IPS Auto/Cisco.com update Server IP address	Update Cisco IPS Auto/Cisco.com update server IP address	

3.1 Networking Changes (continued)

[NETWORK] LDAP Configuration for Authentication	To setup authentication via LDAP for VPN users or otherwise.	Any request that has not come directly from a customer. Internal ANS requests are subject to CAB approval.
[NETWORK] NAT Change	To change the source address of traffic as it crosses a Layer 3 network	Any request that has not come directly from a customer. Internal ANS requests are subject to CAB approval.
[NETWORK] New SSID on Cisco WLC		Any VLAN/Interface/DHCP pool that currently exists Any SSID that requires more than just PSK authentication
[NETWORK] Port Description Change		
[NETWORK] UCS Default Keyring Generation		
[NETWORK] VLAN Change (trunk/access port)		This should only be applied for existing VLANs, the change does not cover the addition of new VLANs.
[NETWORK] VPN Site to Site Configuration		Any request that has not come directly from a customer. Internal ANS requests are subject to CAB approval.
[NETWORK] Web Filtering - Whitelist/Blacklist URL		Any request that has not come directly from a customer. Internal ANS requests are subject to CAB approval.
[WAN] Site Decommission	Request to decommission a customer's WAN site. Prerequisites Site Name: Device Names: Core Identifier (VLAN/VRF): Management IP address subnet:	Any request not authorised by the account or service manager.

3.2 Networking Changes (continued)

[NETWORK] Access point name change	Changing the name of the AP	
[NETWORK] Access point name change	changing the Flexconnect / AP Group if the AP is moved and is required to work in a different location.	
[NETWORK] Replace failed Access Point	Add new AP and give them the details of the old AP (like for like).	NEW
[NETWORK] Add device to Cisco ISE **TBC**	Add new device IP and details into Cisco ISE to allow authentication/TACACS through it.	
[NETWORK] Add TACACS/Radius settings to device **TBC**	Enable device to be used to authenticate	
[NETWORK] Add new interface **TBC**		
[NETWORK] Port forwarding **TBC**		
[NETWORK] Create Read only account **TBC**		
[NETWORK] Configure VLAN **TBC**		

4. Apps Changes

Type of Change	Examples	Exception
[CITRIX] Add Shortcut to Citrix Desktop		
[CITRIX] Edit Citrix Timeout Values		
[DAAS] Reboot the Horizon DaaS Service Provider Appliance		This only applies to Horizon DaaS appliances and only one appliance in each pair.
[MICROSOFT] Add HUB Transport Rule to Exchange		
[MICROSOFT] Add IP addresses to internal email relay		If external relay is also required
[MICROSOFT] Add site to Trusted Site Security Zone		Where the customer has not confirmed that this is a safe site.
[MICROSOFT] Change Desktop Background <CUSTOMER NAME HERE>		Background images over 1MB. A normal change must be raised for these.
[MICROSOFT] Change IE Homepage via Group Policy		
[MICROSOFT] Change Printer Port <PRINTERNAME>		
[MICROSOFT] Disable Java Update Service		
[MICROSOFT] Edit Group Membership <GROUP NAME>		Delegated admin groups are excluded from this type of change. Requests to add users to delegated administrator groups should be submitted as a normal change
[MICROSOFT] Edit Group Policy Drive Mappings		Can only be applied with confirmation from the customer that the drive mapping has changed or the folder has been removed/deleted.

4.1 Apps Changes (continued)

[MICROSOFT] Edit Permissions to File or Folder upon request from <customer>		This change only refers to files and folders. Changes to access permissions such as roles in
[MICROSOFT] Edit User Attributes and Profile Settings <USERNAME>		Over 9 users in one request.
[MICROSOFT] Exchange Local Mailbox move - Moving a mailbox from one data store to another	Remove Exchange version	
[MICROSOFT] Import PST file		Where any mailbox or storage quotas are breached.
[MICROSOFT] New Folder on Customer CIFS <SHARENAME>		
[MICROSOFT] Quest User Sync		Over 9 users in one request
[MICROSOFT] Recreate User Profile <USERNAME>		
[MICROSOFT] Remove installed printers from individual Windows servers	Remove Windows version	
[MICROSOFT] Remove old system files (Winsxs)		
[MICROSOFT] Install ANS copy of Webroot client software.		
[MICROSOFT] Enable application verbose/logging temporarily for debugging an incident		Application Logging that does not have a maximum size/does not overwrite. 3 rd line only (default maximum directory size = 250M or 30 days that overwrites)
[MIMECAST] Import PST file		Requests of 10 or more users will require a normal change

5. Backup Services Changes

[COMMVault] Edit Commvault CIFS Share Path		
[COMMVault] Edit VM Level Backup		5 or more VMs added to/removed from a job
[COMMVault] Filter RSM from <NAME OF BACKUP> File System backup		
[COMMVault] Remove Client from Backup Schedule		More than 3 servers, Where customer confirmation has not been received.
[COMMVault] Remove FlexClones from Failed Commvault Jobs		
[COMMVault] Restore file(s) from FileSystem Level Job		If 9 or more files/folder are required to be restored.
{COMMVault} Apply Service Pack or Hotfix Update	"Apply the latest Commvault updates to the environment <All Servers or List Servers to be Updated>	
{COMMVault} New Agent Install - Server - {Server Name}	"Add the following servers to agent based backups: Server Name: Backup Type: (Delete as appropriate) File System Application SQL Oracle Active Directory Exchange DB Exchange Mailbox Sharepoint Backup content requirements: Retention requirements: Backup Schedule:	If 9 or more VMs have been requested

5.1 Backup Changes (continued)

<p>{COMMVAULT} New Agent Install - Server - {Server Name}</p>	<p>"Add the following servers to agent based backups:</p> <p>Server Name: Backup Type: (Delete as appropriate) File System Application SQL Oracle Active Directory Exchange DB Exchange Mailbox Sharepoint</p> <p>Backup content requirements: Retention requirements: Backup Schedule:</p>	<p>If 9 or more VMs have been requested</p>
<p>{COMMVAULT} Restore of File/Folder - Server - <Server Name></p>	<p>"Restore the following file/folder(s):</p> <p>Server Name: File/Folder Path: File/Folder name:</p> <p>Restore Date & Time:</p>	<p>If the total size is equal to or more than 500GB.</p> <p>If customer is requesting In Place or Overwrite.</p>
<p>{COMMVAULT} Restore of Mailbox - {Mailbox Name}</p>	<p>"Restore the following mailboxes from a Mailbox backup: <mailbox names> <folder name if a specific folder within the mailbox is required>. NOTE** This cannot be used to restore from a Database backup!</p> <p>Restore Date: <Restore date> Restore to the following: <Last known backup / Specific time></p> <p>Client Name(s): <name of client that does the backup> Subclient name: Destination Folder: <Destination Server\folder name></p>	<p>This is to restore from a mailbox backup. Do not use if the backup was a Database backup.</p>

5.2 Backup Changes (continued)

<p>{COMMVAULT} Restore of Virtual Machine(s) - {VM Names}</p>	<p>"Restore the following Virtual Machine(s): vCentre: VM Requested: VM Size: Current Datastore: Restore Date & Time: Overwrite (Y/N): Destination Datastore:"</p>	<p>If 5 or more VMs have been requested.</p>
<p>{COMMVAULT} Run a Backup Job - Server - {Server Name}</p>	<p>"Run a backup for the following server(s): Server(s) Job Type: (Delete as appropriate) Full Incremental Synthetic Full Differential Full"</p>	
<p>[EVAULT] Add User to ANS BaaS Portal</p>		<p>If 9 or more users are required to be added</p>
<p>[EVAULT] Restore Files and Folders (IAAS)</p>		
<p>[EVAULT] Restore Virtual Machine (IAAS)</p>		<p>If the VM isn't critical to the operation of the business or is a test machine then the urgency</p>
<p>[EVAULT] Restore VMDK (IAAS)</p>		<p>If the vmdk isn't critical to the operation of the business or is a part of a test machine, then the urgency should be low to medium.</p>
<p>{VEEAM} Edit VM Level Backup</p>	<p>Add or remove a VM to/from a VM-level backup job</p>	
<p>{VEEAM} Restore Mailbox of User – {Name of user}</p>	<p>Restore mailbox for the following user(s): User: \[Full Name of User\ Database: \[Location where User mailbox is sat\ Restore Date: \[Input requested restore date\]</p>	<p>If 9 or more user restores are required.</p>

5.3 Backup Changes (continued)

<p>{VEEAM} Restore of File or Folder - {Server Name}</p>	<p>Restore the following file/folder(s):</p> <p>Server Name: <Enter Server name> File/Folder Path: <Enter filepath location> File/Folder name: <Enter file/folder required></p> <p>Restore Date & Time: <Enter restore date & time></p>	<p>If the total size is equal to or more than 500GB.</p> <p>If customer is requesting for files to be overwritten.</p>
<p>{VEEAM} Restore of SQL Database - {Server Name}</p>	<p>Restore the following Database(s):</p> <p>Server: <SERVER NAME> Database: <DB's REQUIRED></p> <p>Restore Date & Time:</p>	<p>If the total size is equal to or more than 500GB.</p> <p>If customer is requesting for DBs to be overwritten.</p>

6. General Changes

Type of Change	Examples	Exception
<p>Disable Java Update Service</p>	<p>Disable automatic Java update so as to prevent issues with Java based management consoles.</p>	
<p>Edit NTP time sources</p>		<p>Any NTP change that requires a reboot or restart of services.</p>
<p>Vendor Hardware Replacement</p>	<p>Disk replacements. Hot swappable power supply replacements.</p>	<p>System Board replacements or any replacement that leads to downtime. Replacements that require a significant amount of re-configuration.</p>

[HARDWARE] Vendor Hardware Replacement - <HARDWARE PART>		System Board replacements or any replacement that leads to downtime. Replacements that require a significant amount of re-configuration
[HOST] Edit NTP Time Sources <Device Name>		Any change that needs a reboot or restart of services leading to a loss of service.