



Change Control Calendar

[Click Month to go back](#)
September 2017

October 2017

[Click Month to go forward.](#)
November 2017

Calls highlighted with **Red Square** are Major Change Requests.
 Calls Highlighted in **Gray** have been Resolved.
 Calls with a **strikethrough** and marked with a **Black Square** have been Cancelled.
 Dates Highlighted in **Blue** are University Holidays.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2 10:00 am - 665415 MOBILE_APP	3 7:00 am - 665416 ■ MYPLACE 12:00 pm - 665417 RIMS	4 12:00 am - 665418 ADMISSIONS	5	6	7	8
9 10:00 am - 665419 MOBILE_APP 5:15 pm - 665421 HR_PAYROLL	10 8:00 am - 665420 NETWORK	11	12 9:00 am - 665422 PEGASUS 5:00 pm - 665423 PEGASUS	13	14	15
16 7:00 pm - 665424 NETWORK	17 5:50 pm - 665426 STUDENT_RECORDS	18	19 8:00 am - 665427 NETWORK 10:00 am - 665425 MOBILE_APP 5:00 pm - 665429 EWDS	20 8:15 am - 665430 STUDENT_RECORDS	21	22
23 12:00 am - 665432 TELEDIR	24 7:00 am - 665431 ■ MYPLACE 8:00 am - 665428 ■ WEBSITE	25 8:00 am - 665433 PEGASUS	26	27 9:00 am - 665437 TELEDIR	28 9:00 am - 665438 VAX_STUDENT_RECOR	29 9:45 pm - 665439 {DC NETWORK
30	31 3:00 am - 665440 HR_PAYROLL 3:00 pm - 665434 EMAIL					

Scroll down for more information

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
10/2/2017					
	665415	2/10/17 10:00 am	MOBILE_APP_SUPPORT	Resolved	MOBILE_APP
	Summary: Mobile App release 2.0.5			Resolution: as scheduled	
	Description: Class Timetable 'Now & Next' identifies overlapping classes, and bundles them into a single slide				
	Reason For Change: It was essentially a bug				
	Affected Services: IS Business systems				
10/3/2017					
	665416	3/10/17 7:00 am	LTE_DEV	Resolved	MYPLACE
	Summary: Myplace database essential maintenance			Resolution: Run successfully this morning, and the server was back up within 5 minutes.	
	Description: The Myplace database needs a field type change on one of the tables which will require up to 5 minutes downtime.				
	Reason For Change: In Change 665410 we fixed the type of the messages.fullmessage table, but have subsequently discovered that there is another table (messages_read) affected by the same issue.				
	Affected Services: Mobile app, Pegasus				
	665417	3/10/17 12:00 pm	RIMS_SUPPORT	Scheduled	RIMS
	Summary: PURE Upgrade				
	Description: Small patch upgrade				
	Reason For Change: Patch release				
	Affected Services: PURE				
10/4/2017					
	665418	5/10/17 12:00 am	APPLICATIONS_SUPPORT	Resolved	ADMISSIONS
	Summary: Update to UCAS Management			Resolution: Application successfully released.	
	Description: Update to UCAS Management				
	Reason For Change: Changes from UCAS				
	Affected Services: UCAS Management				

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
10/9/2017					
	665419	9/10/17 10:00 am	MOBILE_APP_SUPPORT	Resolved	MOBILE_APP
	Summary: Mobile App release 2.1.0			Resolution: Released as scheduled. Takes a couple of hours for the stores to update.	
	Description: 'Library Account' replaces 'Books on Loan' page.				
	Reason For Change: This is available on the web. People have been asking 'why is this not in the app?'				
	Affected Services: IS Business systems, Library (Primo, ALMA)				
<hr/>					
	665421	9/10/17 5:15 pm	HRPSUPP	Resolved	HR_PAYROLL
	Summary: EDI Package enhancement to character set D for forename validation			Resolution: Pkg body changes to include new validation rules.	
	Description: Person without a forename requires either a minus or an apostrophe to be recorded in the filed to pass HMRC validation. Pkg altered to facilitate this.				
	Reason For Change: HMRC validation rule changes.				
	Affected Services: Payroll				
<hr/>					
10/10/2017					
	665420	10/10/17 8:00 am	NETWORKING	Resolved	NETWORK
	Summary: Upgrade to Aruba wireless controllers			Resolution: some residual issues which we are investigating but mostly non-service affecting	
	Description: In order to resolve observed bugs and issues, we will be performing a software upgrade on the Aruba wireless controllers.				
	Reason For Change: Resolve issues.'				
	Affected Services: All wireless users in Curran, some wireles users in new Royal College teaching rooms.				
<hr/>					
10/12/2017					
	665422	12/10/17 9:00 am	APPLICATIONS_SUPPORT	Resolved	PEGASUS
	Summary: Person role to be added to Emergency Contacts maintenance.			Resolution: IMPLEMENTED	
	Description: Person role to be added to Emergency Contacts maintenance.				
	Reason For Change: Customer request				
	Affected Services: Emergency Contacts Maintenance/Enquiries				
<hr/>					
	665423	12/10/17 5:00 pm	APPLICATIONS_SUPPORT	Resolved	PEGASUS
	Summary: enhancement application			Resolution: release was successful	
	Description: enhancements carried out on Enquiry application				
	Reason For Change: to comply with regulation				
	Affected Services: USSA				

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
10/16/2017					
	665424	16/10/17 7:00 pm	NETWORKING	Resolved	NETWORK
Summary:		Software upgrade and reboot of TIC router		Resolution: Done, no adverse impact noted.	
Description:		In order to attempt to address continuing reports of issues within the TIC building network, we will be upgrading the operating software on the tic router at this time.			
Reason For Change:		Fix problems.			
Affected Services:		All wired and wireless services in TIC building			
10/17/2017					
	665426	17/10/17 5:50 pm	APPLICATIONS_SUPPORT	Resolved	STUDENT_RECORDS
Summary:		enhanced report		Resolution: release successful	
Description:		additional information added to report			
Reason For Change:		Requested by SEES			
Affected Services:		none			
10/19/2017					
	665425	19/10/17 10:00 am	MOBILE_APP_SUPPORT	Resolved	MOBILE_APP
Summary:		Mobile App release 2.1.1		Resolution: 100% rollout 19/10/17 as scheduled. Might be a couple of hours before all store listin	
Description:		iOS 11/iPhone X stuff,			
Reason For Change:		End of sprint release			
Affected Services:		IS Business systems			
	665427	19/10/17 8:00 am	NETWORKING	Resolved	NETWORK
Summary:		Upgrade to Aruba wireless controllers (again)		Resolution: Done, no observed problems. Appears to have fixed the reported problem, at least fc	
Description:		As a first step to addressing the issues observed with the last upgrade, we have been advised to upgrade to this version. It also has the benefit of introducing security fixes for a numbe			
Reason For Change:		Bug and security fixes.			
Affected Services:		All Aruba wireless services (Curran, some parts of Royal College).			
	665429	19/10/17 5:00 pm	EWDS_SUPPORT	Resolved	EWDS
Summary:		Monthly manual Windows updates to EWDS server. Requires restart.		Resolution: Updates successfully installed.	
Description:		Monthly manual Windows updates to EWDS server. Requires restart.			
Reason For Change:		Keeping servers up to date. Auto-updates sometimes result in application failure.			
Affected Services:		EWDS sites			

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
10/20/2017	665430	20/10/17 8:15 am	APPLICATIONS_SUPPORT	Resolved	STUDENT_RECORDS
Summary: Release updated Student Contact Details Form Description: Release updated Student Contact Details Form Reason For Change: Required to stop address type being updated. Affected Services: Student Records - Contact Details				Resolution: Module has been successfully released.	
10/23/2017	665432	24/10/17 12:00 am	APPLICATIONS_SUPPORT	Resolved	TELEDIR
Summary: Teledir styling update Description: Teledir styling update Reason For Change: Enhancement Affected Services: Telephone Directory				Resolution: IMPLEMENTED	
10/24/2017	665428	24/10/17 8:00 am	WEBTEAM	Resolved	WEBSITE
Summary: Adding Google pagespeed modules to corporate website servers Description: We are implementing Google Pagespeed Modules on the corporate website as part of our website performance improvement programme. Reason For Change: The webteam are looking at improving the corporate website performance as it has an affect on it's search ranking. We are looking to use the Google pagespeed modules as they help w Affected Services: Corporate website (www.strath.ac.uk)				Resolution: The Google Pagespeed Modules have been added to the 2 web servers that the corp	
	665431	24/10/17 7:00 am	INFRASUPP	Resolved	MYPLACE
Summary: Myplace load balancer reconfiguration Description: The Myplace production infrastructure is to be reconfigured to do TLS termination on the load balancer instead of individual web server nodes. Reason For Change: IP logging in Moodle is currently showing the load balancer address for all requests, causing complaints from staff and difficulties in troubleshooting and auditing. In addition to this, the w Affected Services: Pegasus / Mobile app				Resolution: The change was implemented at 07:10. Their was no downtime for users.	
10/25/2017	665433	25/10/17 8:00 am	APPLICATIONS_SUPPORT	Resolved	PEGASUS
Summary: Data Share Questions Bug Fix Description: Data Share Questions Bug Fix Reason For Change: Bug Fix Affected Services: Data Sharing Preferences PEGASUS application				Resolution: Module successfully released	

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
10/27/2017					
	665437	27/10/17 9:00 am	APPLICATIONS_SUPPORT	Resolved	TELEDIR
	Summary: New function based index on people table.			Resolution: IMPLEMENTED	
	Description: New function based index on people table.				
	Reason For Change: Resolve performance issue.				
	Affected Services: Teledir				
10/28/2017					
	665438	28/10/17 9:00 am	INFRASUPP	Resolved	VAX_STUDENT_RECORDS
	Summary: castor memory upgrade			Resolution: memory added system ok	
	Description: adding additional memeory				
	Reason For Change: reduce paging				
	Affected Services: VAX student Records				
10/29/2017					
	665439	29/10/17 9:45 pm	NETWORKING	Cancelled	NETWORK
	Summary: Upgrade of wireless controllers servicing TIC building			Resolution: This was cancelled and a separate job raised when it actually happened.	
	Description: Upgrade of operating software for wireless controllers servicing the TIC and Inovo buildings.				
	Reason For Change: To try and address persistent problems.				
	Affected Services: All wireless services in TIC and Inovo buildings.				
10/31/2017					
	665434	31/10/17 3:00 pm	EMAIL	Resolved	EMAIL
	Summary: Exchange Mailbox Server - Apply critical/important Microsoft Security Updates			Resolution: EX2010-MBX3 successfully patched	
	Description: EX2010-MBX3 mailbox server for Staff/PGR email will be patched on Tuesday 31st October between 15:00 - 16:00.				
	Reason For Change: Applying October 2017 critical/important Microsoft Security Updates				
	Affected Services: Staff/PGR Email. Users may notice a few seconds of disruption accessing their email during the time the procedure is performed.				
	665440	31/10/17 3:00 am	APPLICATIONS_SUPPORT	Resolved	HR_PAYROLL
	Summary: release of amended software			Resolution: implementation was delayed until 31/10/17 @ 17:00 at users request	
	Description: a change to part of the supplementary payroll application				
	Reason For Change: correct an issue highlight by the users				
	Affected Services: supplementary payroll				