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August 2017

Change Control Calendar

September 2017

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October 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
				1	2 8:00 am - 665384 NETWORK	3
4	5 5:00 pm - 665393 STUDENT_RECORDS 5:00 pm - 665394 MOBILE_APP	6 8:00 am - 665389 LIBRARY_SYSTEMS	7 7:30 am - 665395 LANDESK_SERVICE_I 8:30 am - 665392 SERVER	8	9	10
11	12 8:00 am - 665396 MYPLACE 10:00 am - 665398 MOBILE_APP 5:00 pm - 665399 STUDENT_RECORDS	13 12:00 pm - 665400 FINANCE 5:00 pm - 665401 HR_PAYROLL	14 4:00 pm - 665397 NETWORK 5:00 pm - 665404 HR_PAYROLL	15 12:00 pm - 665405 FINANCE 5:00 pm - 665407 HR_PAYROLL	16	17
18 10:00 am - 665402 MOBILE_APP 5:00 pm - 665409 SERVER	19 8:30 am - 665403 FINANCIAL_AUTHORITY 8:30 am - 665408 FINANCIAL_AUTHORITY 3:00 pm - 665391 EMAIL	20	21 5:00 pm - 665411 ADMISSIONS	22 12:00 pm - 665406 FINANCE	23	24
25	26 7:00 am - 665410 MYPLACE 10:00 am - 665412 MOBILE_APP 5:00 pm - 665414 HR_PAYROLL 6:30 pm - 665413 RIMS	27	28	29	30	

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Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
9/2/2017	665384	2/9/17 8:00 am		Team Leader To Authorise	NETWORK
		Summary: PAT testing data comms equipment			
		Description: PAT testing data comms equipment in Graham Hills building			
		Reason For Change: Routine testing			
		Affected Services: All data communications supported services			
9/5/2017	665393	5/9/17 5:00 pm	APPLICATIONS_SUPPORT	Resolved	STUDENT_RECORDS
		Summary: Release updated Registration 2017 reports		Resolution: The modules have been released.	
		Description: Release updated Registration 2017 reports			
		Reason For Change: Required as part of the changes for Registration 2017			
		Affected Services: Student Records			
	665394	5/9/17 5:00 pm		Closed	MOBILE_APP
		Summary: Mobile App release 2.0.2		Resolution: version 2.0.2 released on 5th September	
		Description: Login:			
		Reason For Change: Bug fixes and improvements			
		Affected Services: IS Business systems			
9/6/2017	665389	6/9/17 8:00 am	LIBRARY_SYSTEMS	Resolved	LIBRARY_SYSTEMS
		Summary: Run August 2017 service pack on SUPrimo (production)		Resolution: Update ran 07:40 to 08:46	
		Description: Apply latest service pack to SUPrimo.			
		Reason For Change: Contains a number of fixes/features			
		Affected Services: LIR Customer Services			

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
9/7/2017					
	665392	7/9/17 8:30 am	STRATHCLOUD	Resolved	SERVER
	Summary: Blade Enclosure - Ethernet switch firmware upgrade			Resolution: Completed and tested ok	
	Description: Upgrade to switch firmware. Ethernet switches x2				
	Reason For Change: Upgrade to new version				
	Affected Services: S2-Enc1 CORP-HYPER-V8 ProLiant BL460c Gen8				
	665395	7/9/17 7:30 am	SERVICE_DESK_SUPPORT1	Resolved	LANDESK_SERVICE_DESK
	Summary: Remove the Resolve With Attachment functionality from main Incident and Request proc			Resolution: Both processes updated	
	Description: I have been looking into ways to make these processes more efficient because I found that editing and saving even small changes took such a long time that the application would often				
	Reason For Change: Removing this section from the processes reduces the time to save changes.				
	Affected Services: LANDesk console and LANDesk web access.				
9/12/2017					
	665396	12/9/17 8:00 am	LTE_DEV	Resolved	MYPLACE
	Summary: Myplace maintenance			Resolution: Upgrade implemented without issues. Service was down for only 5 minutes - 8:00 - 8	
	Description: Myplace maintenance upgrade, incorporating some small changes that were postponed from August 22nd.				
	Reason For Change: There are some maintenance and bugfix improvements to the Myplace code which were due to be released at the August downtime for the session change, but these were not fully read				
	Affected Services: Pegasus / Mobile App				
	665398	12/9/17 10:00 am		Closed	MOBILE_APP
	Summary: Personalised Class Timetable session Changeover			Resolution: Completed approx 10pm on Monday 11th Sep	
	Description: Change will be applied on PDDD (Oracle read-only database) to allow the Mobile App and Myplace APIs to get Personalised Class Timetable data from Syllabus Plus for session 2017/2				
	Reason For Change: Allow 2017/2018 personalised timetables to be available in Mobile App and Myplace				
	Affected Services: Class Timetable (Mobile App)				
	665399	12/9/17 5:00 pm	APPLICATIONS_SUPPORT	Resolved	STUDENT_RECORDS
	Summary: software release			Resolution: software successfully released	
	Description: ussa extract - process				
	Reason For Change: new software				
	Affected Services: none				

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
9/13/2017					
	665400	13/9/17 12:00 pm	FMS_ITSUPP	Resolved	FINANCE
	Summary: Change to misfin_tuition_fund_guarantee view			Resolution: Released to live	
	Description: Tightening of check of student's SAAS history				
	Reason For Change: Finance business requirement				
	Affected Services: Online Registration				
	665401	13/9/17 5:00 pm	APPLICATIONS_SUPPORT	Resolved	HR_PAYROLL
	Summary: New Version of Package			Resolution: released	
	Description: Spec and Body				
	Reason For Change: Required				
	Affected Services: HR, Payroll				
9/14/2017					
	665397	14/9/17 4:00 pm	NETWORKING	Resolved	NETWORK
	Summary: Resize Dyer end user IP subnet			Resolution: No particular problems.	
	Description: The end user Dyer subnet will be resized from the current 130.159.52.0/24 to 130.159.52.0/23. IP gateway will move to 130.159.53.254 but the legacy address of 130.159.52.100 will be				
	Reason For Change: More IP addressing needed.				
	Affected Services: End user IP services for Dyer building.				
	665404	14/9/17 5:00 pm	APPLICATIONS_SUPPORT	Resolved	HR_PAYROLL
	Summary: Pensions - New Version of Package and Forms			Resolution: Implemented	
	Description: Pensions - New Version of Package and Forms				
	Reason For Change: Required				
	Affected Services: Pensions				
9/15/2017					
	665405	15/9/17 12:00 pm	FMS_ITSUPP	Resolved	FINANCE
	Summary: MISFIN_MISC_EMAIL - change email recipients			Resolution: release successful	
	Description: Amend recipients of pr_changes_report, stins_report and ctins_report				
	Reason For Change: From Carole Muir:				
	Affected Services: Email/FMS reporting				
	665407	15/9/17 5:00 pm	APPLICATIONS_SUPPORT	Resolved	HR_PAYROLL
	Summary: New version of Form			Resolution: released	
	Description: MISHRP005				
	Reason For Change: new functionality				
	Affected Services: Payroll				

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
9/18/2017					
	665402	18/9/17 10:00 am	MOBILE_APP_SUPPORT	Resolved	MOBILE_APP
	Summary: Mobile App release 2.0.3			Resolution: Released as scheduled	
	Description: Notices: 'Mark all as read' feature				
	Reason For Change: Bug fixes and improvements				
	Affected Services: IS Business systems				
	665409	18/9/17 5:00 pm	INFRASUPP	Resolved	SERVER
	Summary: Replace write cache battery in vax			Resolution: completed sucessfully no issues	
	Description: Replace write cache batteries in VAX to address current performance issues				
	Reason For Change: Batteries need replaced				
	Affected Services: All VAX-based services, interactive and batch.				
9/19/2017					
	665391	19/9/17 3:00 pm	EMAIL	Resolved	EMAIL
	Summary: Exchange Mailbox Servers - Apply critical/important Microsoft Security Updates			Resolution: Servers all patched successfully	
	Description: The Exchange mailbox servers hosting the email databases for Staff/PGR Students will be patched during the following times:				
	Reason For Change: Applying critical/important Microsoft Security Updates				
	Affected Services: Staff/PGR Email and Public Folder system. Users may notice a few seconds of disruption accessing their email during the time the procedure is performed.				
	665403	19/9/17 8:30 am	APPLICATIONS_SUPPORT	Resolved	FINANCIAL_AUTHORITY_TO_APPOINT
	Summary: FATA change to maximum salary calculation			Resolution: IMPLEMENTED	
	Description: FATA change to maximum salary calculation				
	Reason For Change: Requested by customer				
	Affected Services: FATA				
	665408	19/9/17 8:30 am	SRVAXSUPP	Cancelled	FINANCIAL_AUTHORITY_TO_APPOINT
	Summary: FATA - max salary cost calculation			Resolution: duplicate	
	Description: Include apprentice levy in a maximum salary cost				
	Reason For Change: Customer request				
	Affected Services: FATA				
9/21/2017					
	665411	21/9/17 5:00 pm	APPLICATIONS_SUPPORT	Resolved	ADMISSIONS
	Summary: Final Check Report modification			Resolution: The report has been released.	
	Description: Final Check Report modification				
	Reason For Change: Required to address I309467				
	Affected Services: Admissions Final Check Report				

Date	Change #	Change Date/Time	Assigned Group	Change Control Status	Category
9/22/2017	665406	22/9/17 12:00 pm	FMS_ITSUPP	Awaiting Implementation	FINANCE
<p>Summary: MISFIN_CREDIT_AGREEMENTS_PKG changes to replace staff leaver name and no</p> <p>Description: Procedure send_mail needs changed to replace name and extension of staff leaver</p> <p>Reason For Change: See request from Clare U/Carole M under incident no I307183</p> <p>Affected Services: FIN</p>					
9/26/2017	665410	26/9/17 7:00 am	LTE_DEV	Resolved	MYPLACE
<p>Summary: Myplace database essential maintenance</p> <p>Description: The Myplace database needs a field type change on one of the tables, which will require up to 5 minutes downtime.</p> <p>Reason For Change: The field messages.fullmessage should be of type LONGTEXT but is currently of type TEXT, which is too short to contain some of the data that the system is attempting to store. (Note</p> <p>Affected Services: Mobile app, Pegasus</p> <p>Resolution: Update ran as expected in 6 seconds, so server was back up by 7.01</p>					
	665412	26/9/17 10:00 am	MOBILE_APP_SUPPORT	Resolved	MOBILE_APP
<p>Summary: Mobile App release 2.0.4</p> <p>Description: Class Timetable style and UI fixes</p> <p>Reason For Change: Bug fixes and improvements</p> <p>Affected Services: IS Business systems</p> <p>Resolution: as scheduled</p>					
	665413	26/9/17 6:30 pm	RIMS_SUPPORT	Awaiting Implementation	RIMS
<p>Summary: Strategic Themes go LIVE</p> <p>Description: SAM and KE systems will be down from 6:30pm for 30 mins for the release of Strategic Themes</p> <p>Reason For Change: Scheduled release</p> <p>Affected Services: SAM, KE.</p>					
	665414	26/9/17 5:00 pm		Resolved	HR_PAYROLL
<p>Summary: new version of form</p> <p>Description: mishrp005</p> <p>Reason For Change: enhancement</p> <p>Affected Services: payroll</p> <p>Resolution: released</p>					