Risk: Medium

Unix update to latest version of OS

Abel Tuter	Normal	New
Requested by	Type	State

Hardware	unix200	Conflict
Category	Configuration item	Conflict status

3 - Low	4 - Low	CAB Approval	Bud Richman
Impact	Priority	Assignment group	Assigned to

Update the to the latest version of this OS.

Close code and Notes   Successful

Everything went well

2017-01-19 16:00:00	2017-01-19 16:00:00	2017-01-19 22:00:00
Requested by date	Planned start date	Planned end date

2017-01-20 16:00:00	2017-01-24 22:00:00
Actual start	Actual end

Planning

Justification

Current version is not up to the Corporate minimum standards. Currently there are security issues with this version.

Without the update, the next software update for the related Business Services can not be done.

Implementation plan

Backup current system.
Upgrade to latest version.

Risk and impact analysis

Moderate risk as there are Business Services dependent upon this CI but we've done this 15 times this month and have worked out all the issues

Backout plan

Restore backup taken before upgrade.

Test plan

Upgrade OS.

Follow Test Plan XXXX for App YY to ensure proper communications.

Conflicts Detected

Affected CI	Type	Schedule	Conflicting Change
unix200	Not In Maintenance Window	Global Infrastructure	
Software Video Camera	Not In Maintenance Window	Global Infrastructure	
Java Application Server FLX	Not In Maintenance Window	Global Infrastructure	
Java Application Server FLX	Not In Maintenance Window	Servers San Diego	

Risk: Medium

Impacted Services/CIs

Business service	Business criticality	Managed by	Operational status
OpenText Enterprise Services	2 - somewhat critical	Allyson Gillispie	Operational
Outlook Web Access (OWA)	1 - most critical		Operational
Bond Trading - DR	2 - somewhat critical	Davin Czukowski	Operational
PeopleSoft CRM	1 - most critical	Eric Schroeder	Operational
Securities Lending	1 - most critical	Davin Czukowski	Operational
Client Services	1 - most critical	Roger Rasmussen	Operational
PeopleSoft Portals	1 - most critical	Eric Schroeder	Operational

Affected CIs

Configuration Item	Class
7200	Software
Java Application Server FLX	JavaServer
MySQL-16006	Database
unix200	UNIX Server
MySQL-16011	Database
Software Video Camera	Software
MySQL-16014	Database
SAP ORA01	Database
MySQL-16004	Database