



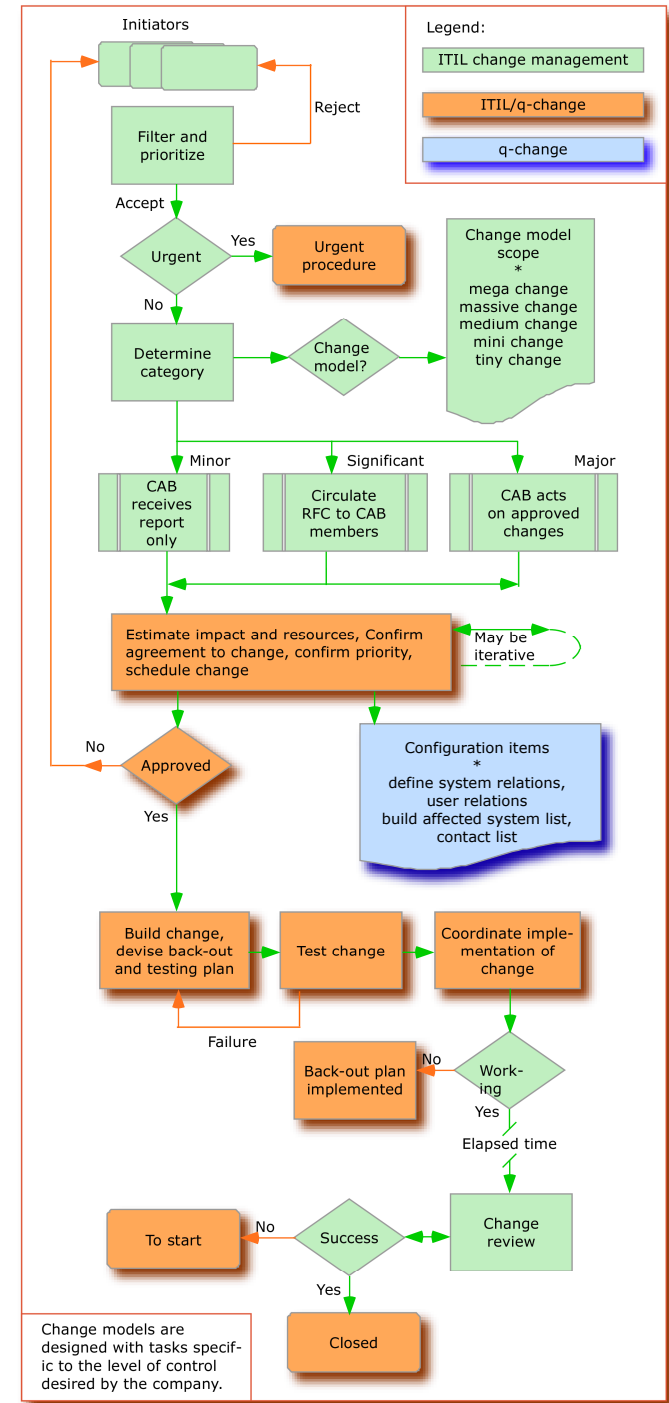
◆ Defining q-change in the ITIL context

The review and approval step that the script opens with, is really the final step in the Design phase of the change process. In this script we work backwards, first viewing the final review step, then analyzing how all the pieces came together.

The q-change database stores and maintains system information, user and change agent information, relationships between users and systems, and finally the design detail of a change. System definitions and relationships for hardware can be imported from tools such as i-Status. Data input screens are provided to allow manual entry of user information and systems data that cannot be obtained via electronic means.

Implementation activities that are the next step of the change process fall outside the sphere of q-change.

As part of the q-change process, approver user receives an e-mail message informing him that new change requests are posted to his 'my changes' list. From the e-mail message he can click to directly go to the q-change application to check the list.



◆ Accessing q-change

Access to q-change is through a web browser using default port 8888. The port is the default for a q-change and can be changed during the installation.

To access, type in `http://<hostname>:8888/index.jsp`. For example, to access q-change on the LogiQwest web site, type in `http://www.logiqwest.com:8888/index.jsp`.

You should see the following login screen.

Login in screen for q-change
Use User ID 'demo' and
Password 'demo',
then click on Sign in.

User ID	<input type="text" value="demo"/>
Password	<input type="password" value="...."/>
Remember user ID and password for this computer?	<input type="checkbox"/>

This demonstration site allow you to access standard q-change functionality.

Let us know.
To access the q-change demo:
User ID = 'demo'
Password = 'demo'

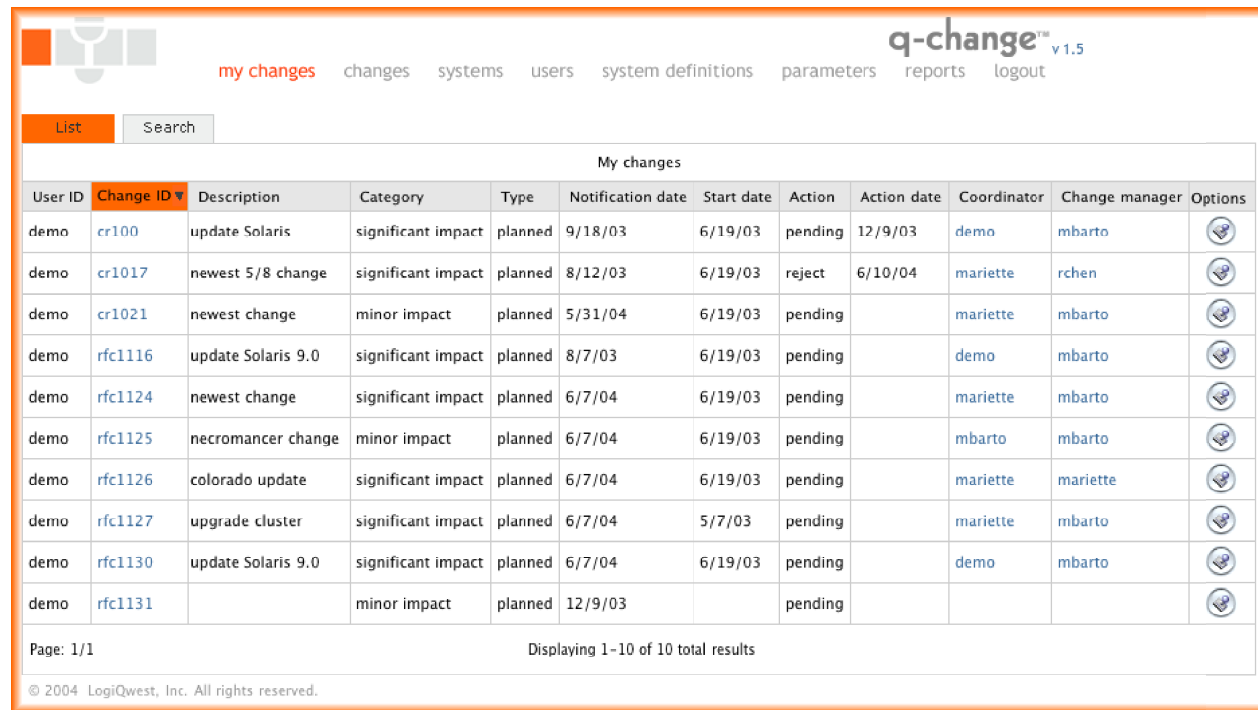
Sign in to sign up for IT change

Information technology is an enabler, not the goal. © 2003 LogiQwest, Inc. All rights reserved. version 1.5-b1

◆ Navigation through q-change

After logging in user 'demo' is presented with the list of current 'my changes'. If another user logged in, they would see a different list. The user is invited to review each or any of the changes and provide feedback as needed. Depending on the role of the user in the specific change process, an item on the list may require action on the part of the user.

We will use the 'my changes' screen to demonstrate the navigation features of q-change. With few exceptions the features explained for the 'my changes' screen apply to all other q-change screen displays.



User ID	Change ID	Description	Category	Type	Notification date	Start date	Action	Action date	Coordinator	Change manager	Options
demo	cr100	update Solaris	significant impact	planned	9/18/03	6/19/03	pending	12/9/03	demo	mbarto	
demo	cr1017	newest 5/8 change	significant impact	planned	8/12/03	6/19/03	reject	6/10/04	mariette	rchen	
demo	cr1021	newest change	minor impact	planned	5/31/04	6/19/03	pending		mariette	mbarto	
demo	rfc1116	update Solaris 9.0	significant impact	planned	8/7/03	6/19/03	pending		demo	mbarto	
demo	rfc1124	newest change	significant impact	planned	6/7/04	6/19/03	pending		mariette	mbarto	
demo	rfc1125	necromancer change	minor impact	planned	6/7/04	6/19/03	pending		mbarto	mbarto	
demo	rfc1126	colorado update	significant impact	planned	6/7/04	6/19/03	pending		mariette	mariette	
demo	rfc1127	upgrade cluster	significant impact	planned	6/7/04	5/7/03	pending		mariette	mbarto	
demo	rfc1130	update Solaris 9.0	significant impact	planned	6/7/04	6/19/03	pending		demo	mbarto	
demo	rfc1131		minor impact	planned	12/9/03		pending				

Page: 1/1 Displaying 1-10 of 10 total results

© 2004 LogiQwest, Inc. All rights reserved.

◆ Features row across the top which navigates to other screens

my changes changes systems users system definitions parameters reports logout

my changes (current display highlighted in orange) -> displays the list of my changes

changes -> enters or modifies changes

systems -> enters systems information and system relations

users -> enters users and recipients of change information

system definition -> enters generic system data

parameters -> sets up default or base data (e.g. status, locations)

reports -> selects specific report

logout -> exits q-change

◆ Tabs (not all tabs appear on all screens)



List -> lists all of the records

Search -> searches for specific set of records based on search criteria

◆ Column headers

My changes											
User ID	Change ID ▼	Description	Category	Type	Notification date	Start date	Action	Action date	Coordinator	Change manager	Options
demo	cr100	update Solaris	significant impact	planned	9/18/03	6/19/03	pending	12/9/03	demo	mbarto	

The current sort column is highlighted in orange. By clicking on any column header, that header becomes the sort column. Click on a column a second time and the sort direction changes (from ascending to descending and vice versa)

◆ Highlighted rows and fields

My changes											
User ID	Change ID ▼	Description	Category	Type	Notification date	Start date	Action	Action date	Coordinator	Change manager	Options
demo	cr100	update Solaris	significant impact	planned	9/18/03	6/19/03	pending	12/9/03	demo	mbarto	
demo	cr1017	newest 5/8 change	significant impact	planned	8/12/03	6/19/03	reject	6/10/04	mariette	rchen	
demo	cr1021	newest change	minor impact	planned	5/31/04	6/19/03	pending		mariette	mbarto	
demo	rfc1116	update Solaris 9.0	significant impact	planned	8/7/03	6/19/03	pending		demo	mbarto	
demo	rfc1124	newest change	significant impact	planned	6/7/04	6/19/03	pending		mariette	mbarto	
demo	rfc1125	necromancer change	minor impact	planned	6/7/04	6/19/03	pending		mbarto	mbarto	

As you move the cursor down the rows of records the row that you select will highlight. Fields that are highlighted in blue, and that change to orange as you slide the mouse over them, can be selected. In this screen the Change ID, the Coordinator and the Change Manager are selectable fields.


The **Change ID** is a unique number assigned to the change request, the **coordinator** is the person that has researched and requested the change, and the **Change Manager** is the person that is responsible for managing the execution of the change.

The last column in any q-change list (**Options**) contains icons that allows you to make changes to the item on the list, in this case to enter your response to the change request. A stamp icon () represents the response button.

demo	rfc1127	upgrade cluster	significant impact	planned	6/7/04	6/19/03	pending		mariette	mbarto	
demo	rfc1128	update Solaris 9.0	significant impact	planned	6/7/04	6/19/03	pending		demo	mbarto	
demo	rfc1131		minor impact	planned	12/9/03		pending				

Click on a row in the change ID column to see the detail information about the change request.

◆ Related Information


my changes
[changes](#)
[systems](#)
[users](#)
[system definitions](#)
[parameters](#)
[reports](#)
[logout](#)

[List](#)
[Search](#)
[Detail](#)

My changes detail for cr1036

Related information:
[contact list](#)
[system list](#)
[installation considerations](#)
[user/documentation considerations](#)

Date entered	2003-08-08	Entered by	mariette
Change ID	cr1036	Type	planned
Description	update GL Oracle	Status	notification
Coordinator	mbarto	Start date	2003-06-06
Location	LogiQwest	Category	significant impact
Have contacts been notified?	Yes	Notification date	2003-08-08
Justification – based on financial, business, and technical criteria	Updating Oracle to new revision level 6.22 and adding latest Oracle Financials patches dated June 30 2003		
Planned	napdcs80	Current	napdcs80
System name	napdcspl01	System name	napdcspl01
Network name	napdcs80	Network name	napdcs80
Change manager	mariette	Change support person	
Validation method	unit		
Responsible for validation	mhube	Validation support person	
Impact assessment			
	Prepared?	Duration	Unit
Change Procedure	No	8	hours
Backout Plan	No	2	hours
Test Procedure	No	4	hours
Resource assessment	Financials systems will be closed on Friday evening by 10 o'clock; databases will be frozen and taken off-line; actual update will start on Saturday morning; actual testing will begin on Sunday morning; system must be fully operational by Tuesday morning		

© 2004 LogiQwest, Inc. All rights reserved.

The related information navigation toolbar at the type of the 'my changes' detail consists of contact list, system list, installation considerations, and user and documentation considerations.

Related information: [contact list](#) [system list](#) [installation considerations](#) [user/documentation considerations](#)

◆ contact list

The 'contact list' contains the names of all individuals that were notified about this change.

Notification list for rfc1127					
Contact name ▼	Phone	Email address	Action	Reason	Action date
Bob Bache	704-542-6900	admin@logiqwest.com	pending		
Delicia Lim	626-300-9000 x1	admin@logiqwest.com	pending		
Mariette van den Bersselaar	714-596-0555	mariette@logiqwest.com	pending		
Michael Barto	714 596-0554	Geert.Vailemans@Sun.com	pending		
qchange demo	714-596-4800	admin@logiqwest.com	pending		
Page: 1/1			Displaying 1-5 of 5 total results		Close
© 2004 LogiQwest, Inc. All rights reserved.					

◆ system list

The 'system list' contains the names of all systems that are affected by the change.

System list for cr1036								
System ID ▼	System name	Network name	Network address	System type	Model	Version	Location	ID
napdcs70	napdcspl01	napdcs70	156.20.60.143	SF15000	Sun Fire 15000		LogiQwest	216
napdcs71	napdcspl01	napdcs71	156.20.60.145	SF15000	Sun Fire 15000		LogiQwest	217
napdcs80	napdcspl01	napdcs80	156.20.60.149	SF15000	Sun Fire 15000		LogiQwest	218
napdcs81	napdcspl01	napdcs81	156.20.60.151	SF15000	Sun Fire 15000		LogiQwest	219
napdcs91	napdcspl01	napdcs91	156.20.60.154	SF15000	Sun Fire 15000		LogiQwest	220
napdcspl01-sc0	napdcspl01	napdcspl01-sc0	156.20.63.166	SB1000	Sun Blade 1000		LogiQwest	224
Page: 1/1			Displaying 1-6 of 6 total results				Close	
© 2004 LogiQwest, Inc. All rights reserved.								

Please note: the word system in q-change is use to identify both hardware and software systems. For example, a financial application, a web server, a cluster server, or an Oracle database server, are all considered to be systems.

Installation and user/documentation considerations

Installation and user/documentation considerations are criteria that describe the risk/impact of the change as it applies to installation and implementation activities and as it applies to users and related procedural and system documentation.

My changes detail for rfc1130

Related information: [contact list](#) [system list](#) [installation considerations](#) [user/documentation considerations](#)

Installation considerations

Does this change impact systems outside this system?	Yes
Does the installation indicate any possible problems?	No
Are system privileges required?	Yes
Is additional disk space needed in order to complete the change?	Does not apply
Does this modify or add any OS files?	Yes
Could executing the software cause an unusual load to the system?	No
Is network support required?	No
Have required backups been scheduled with operations?	Yes
Have required supplier support personnel been notified?	Does not apply
Are there maintenance issues to be resolved?	No
Is supplier support personnel prepared to give support on standby?	Does not apply
Is assistance from network support, communications, or facilities required?	No
Are there any warranty/maintenance issues to be resolved?	No
Is there any impact to existing software or drivers?	No
Reboot required?	Yes

© 2004 LogiQwest, Inc. All rights reserved.

User considerations

Have users been given adequate notification of required downtime?	Yes
Are additional privileges required by the user?	No
Are management tools and/or monitoring procedures available?	Does not apply
Have responsible support personnel been notified?	Yes
Has required user training been scheduled?	Does not apply
Has required training been scheduled for support personnel?	Does not apply
Does the user agree with the target date?	Yes
Will change impact operations schedule?	No
Will the users require larger disk quota in order to execute?	No
Is it necessary to modify user environment?	Yes

Documentation considerations

Have the operations procedures been updated?	Yes
Have the user manuals, handbooks, been updated and made available?	Does not apply
Has documentation been made available to system administration support personnel?	Does not apply
Have the equipment inventories (documentation) been updated?	No
Has the source code been placed in configuration management?	Yes
Are on-line help files available?	Yes
Have user manuals been placed in the library?	Does not apply
Have OS changes or additions been documented?	Yes

Close


© 2004 LogiQwest, Inc. All rights reserved.

These screens defined the workflow process as a set of questions to be answered in the planning process for a system or server. Incorporated into these fields are specific process considerations that are required for the change execution and its completion.

◆ Other important change detail

Other important change detail information on this screen are the names of the people responsible for change related validating and testing, justification, and impact and resource assessments.

Finally, there is a section that indicates the readiness of the change implementation team in terms of having test and change procedure plans in place and the existence of a back out plan together with the time and resources associated with the execution of each task



my changes changes systems users system definitions parameters reports logout

List Search **Detail**

My changes detail for cr1036

Related information: [contact list](#) [system list](#) [installation considerations](#) [user/documentation considerations](#)

Date entered	2003-08-08	Entered by	mariette
Change ID	cr1036	Type	planned
Description	update GL Oracle	Status	notification
Coordinator	mbarto	Start date	2003-06-06
Location	LogiQwest	Category	significant impact
Have contacts been notified?	Yes	Notification date	2003-08-08
Justification – based on financial, business, and technical criteria	Updating Oracle to new revision level 6.22 and adding lates Oracle Financials patches dated June 30 2003		
Planned	napdcs80	Current	napdcs80
System name	napdcspl01	System name	napdcspl01
Network name	napdcs80	Network name	napdcs80
Change manager	mariette	Change support person	
Validation method	unit		
Responsible for validation	mhube	Validation support person	
Impact assessment			
	Prepared?	Duration	Unit
Change Procedure	No	8	hours
Backout Plan	No	2	hours
Test Procedure	No	4	hours
Resource assessment	Financials systems will be closed on Friday evening by 10 o'clock; databases will be frozen and taken off-line; actual update will start on Saturday morning; actual testing will begin on Sunday morning; system must be fully operational by Tuesday morning		

© 2004 LogiQwest, Inc. All rights reserved.

◆ coordinator or change manager

Click on a row in the coordinator or change manager column to view their user information.

This screenshot shows the 'User detail' page for user 'mbarto'. The page has a navigation bar with links: my changes, changes, systems, users, system definitions, parameters, reports, and logout. Below the navigation bar are tabs: List, Search, Detail (selected), and Modify. The 'User detail' section contains a table with the following information:

User detail	
User ID	mbarto
Date added	2003-02-26
Name	Michael Barto
Function	Technologist
Email	Geert.Vailemans@Sun.com
Alternate contact	
Department	Information Systems
Cellular	714 883-1949
Type of notification	approve

A 'Continue' button is located at the bottom right of the table.

This screenshot shows the 'My changes' page. The page has a navigation bar with links: my changes, changes, systems, users, system definitions, parameters, reports, and logout. Below the navigation bar are tabs: List (selected), Search, and Modify. The 'My changes' section contains a table with the following information:

User ID	Change ID	Description	Category	Type	Notification date	Start date	Action	Action date	Coordinator	Change manager	Options
demo	cr100	update Solaris	significant impact	planned	9/18/03	6/19/03	pending	12/9/03	demo	mbarto	
demo	cr1017	newest 5/8 change	significant impact	planned	8/12/03	6/19/03	reject	6/10/04	mariette	rchen	
demo	cr1021	newest change	minor impact	planned	5/31/04	6/19/03	pending		mariette	mbarto	
demo	rfc1116	update Solaris 9.0	significant impact	planned	8/7/03	6/19/03	pending		demo	mbarto	
demo	rfc1124	newest change	significant impact	planned	6/7/04	6/19/03	pending		mariette	mbarto	
demo	rfc1125	necromancer change	minor impact	planned	6/7/04	6/19/03	pending		mbarto	mbarto	
demo	rfc1126	colorado update	significant impact	planned	6/7/04	6/19/03	pending		mariette	mariette	
demo	rfc1127	upgrade cluster	significant impact	planned	6/7/04	5/7/03	pending		mariette	mbarto	
demo	rfc1130	update Solaris 9.0	significant impact	planned	6/7/04	6/19/03	pending		demo	mbarto	
demo	rfc1131		minor impact	planned	12/9/03		pending				

Page: 1/1
Displaying 1-10 of 10 total results

© 2004 LogiQwest, Inc. All rights reserved.

This screenshot shows the 'User detail' page for user 'mariette'. The page has a navigation bar with links: my changes, changes, systems, users, system definitions, parameters, reports, and logout. Below the navigation bar are tabs: List, Search, Detail (selected), and Modify. The 'User detail' section contains a table with the following information:

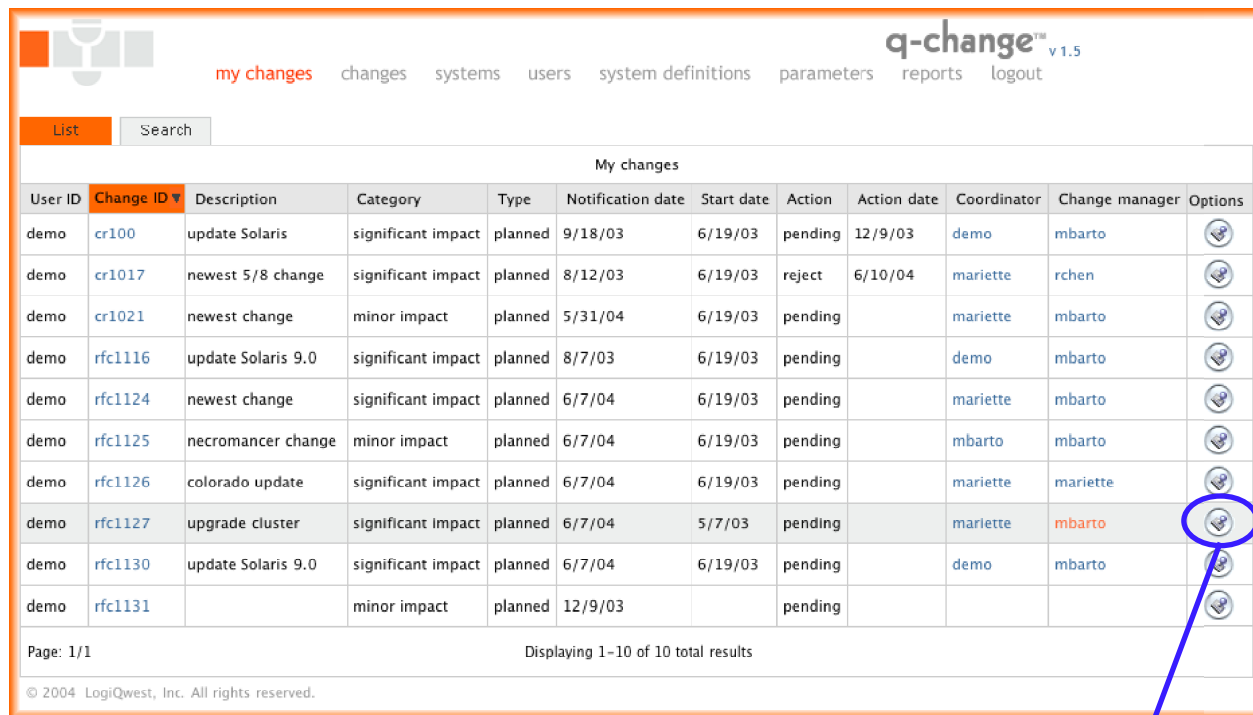
User detail	
User ID	mariette
Date added	2003-06-07
Name	Marlette van den Bersselaar
Function	Consultant
Email	mariette@logiqwest.com
Alternate contact	
Category	approver
Department	Information Systems
Phone	714-596-0555
Cellular	714 606-3491
Preference	summary
Type of notification	approve
Status	active

A 'Continue' button is located at the bottom right of the table.

© 2004 LogiQwest, Inc. All rights reserved.

◆ stamp icon

Clicking the stamp icon in the right-hand column allows the user to respond to the request for change.

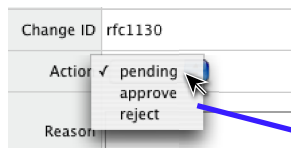


User ID	Change ID	Description	Category	Type	Notification date	Start date	Action	Action date	Coordinator	Change manager	Options
demo	cr100	update Solaris	significant impact	planned	9/18/03	6/19/03	pending	12/9/03	demo	mbarto	
demo	cr1017	newest 5/8 change	significant impact	planned	8/12/03	6/19/03	reject	6/10/04	mariette	rchen	
demo	cr1021	newest change	minor impact	planned	5/31/04	6/19/03	pending		mariette	mbarto	
demo	rfc1116	update Solaris 9.0	significant impact	planned	8/7/03	6/19/03	pending		demo	mbarto	
demo	rfc1124	newest change	significant impact	planned	6/7/04	6/19/03	pending		mariette	mbarto	
demo	rfc1125	necromancer change	minor impact	planned	6/7/04	6/19/03	pending		mbarto	mbarto	
demo	rfc1126	colorado update	significant impact	planned	6/7/04	6/19/03	pending		mariette	mariette	
demo	rfc1127	upgrade cluster	significant impact	planned	6/7/04	5/7/03	pending		mariette	mbarto	
demo	rfc1130	update Solaris 9.0	significant impact	planned	6/7/04	6/19/03	pending		demo	mbarto	
demo	rfc1131		minor impact	planned	12/9/03		pending				

Page: 1/1 Displaying 1-10 of 10 total results

© 2004 LogiQwest, Inc. All rights reserved.

Users can approve or reject a change and enter a reason for his or her decision. You may also leave the request in the pending queue.



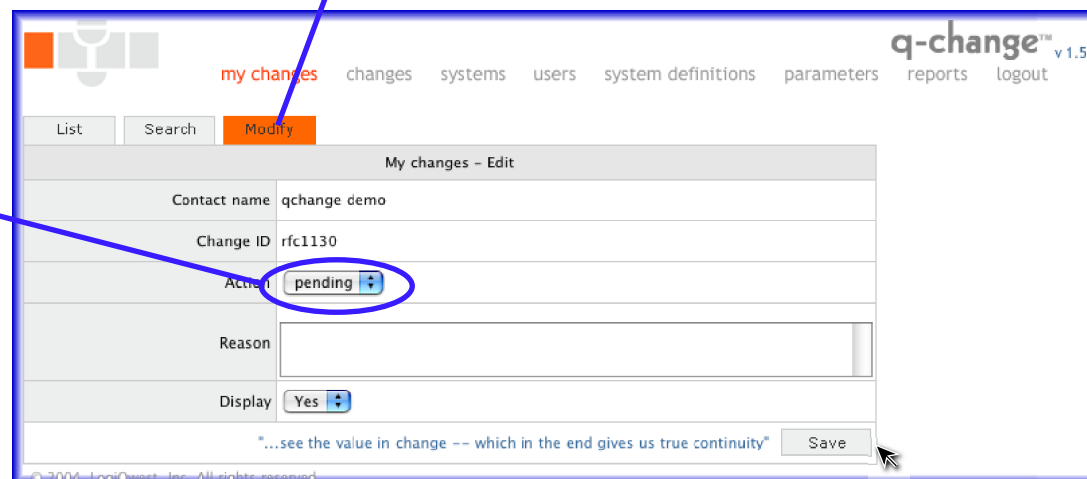
Change ID: rfc1130

Action: pending approve reject

Reason:

The display button at the bottom of the screen gives the user a choice to continue to view this change request on the 'my changes' list. If you select Display equals 'No', the change request will no longer be displayed on your 'my changes' list.

Save any additions you made by clicking the Save button.



my changes changes systems users system definitions parameters reports logout

List Search **Modify**

My changes - Edit

Contact name: qchange demo

Change ID: rfc1130

Action: pending

Reason:

Display: Yes

...see the value in change -- which in the end gives us true continuity

Save

© 2004 LogiQwest, Inc. All rights reserved.

my changes changes systems users system definitions parameters reports logout

List **Search** Modify

My changes - Edit

Contact name qchange demo

Change ID rfc1130

Action pending

Reason

Display Yes

...see the value in change -- which in the end gives us true continuity

Save

◆ search screen

Use the parameters in the search screen to constrain the data look-up. Enter a portion of the text or % to look up all matching records (e.g. change ID has text string '30').

Date input

Please choose a date

Please choose a date						
2003	2004	2005	2006			
Jan	Feb	Mar	Apr	May	Jun	Jul
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Cancel

List **Search**

My changes - Search

Change ID %30

User ID demo

Action

Display Yes

Action date from to

(For wild card search, enter portion of text or use %)

Search .csv file

Output can be sent to the screen (Search button) or a .csv formatted file.

my changes changes systems users system definitions parameters reports logout

List Search

My changes

User ID	Change ID	Description	Category	Type	Notification date	Start date	Action	Action date	Coordinator	Change manager	Options
demo	rfc1130	update Solaris 9.0	significant impact	planned	6/7/04	6/19/03	pending		demo	mbarto	

Page: 1/1

Displaying 1-1 of 1 total results

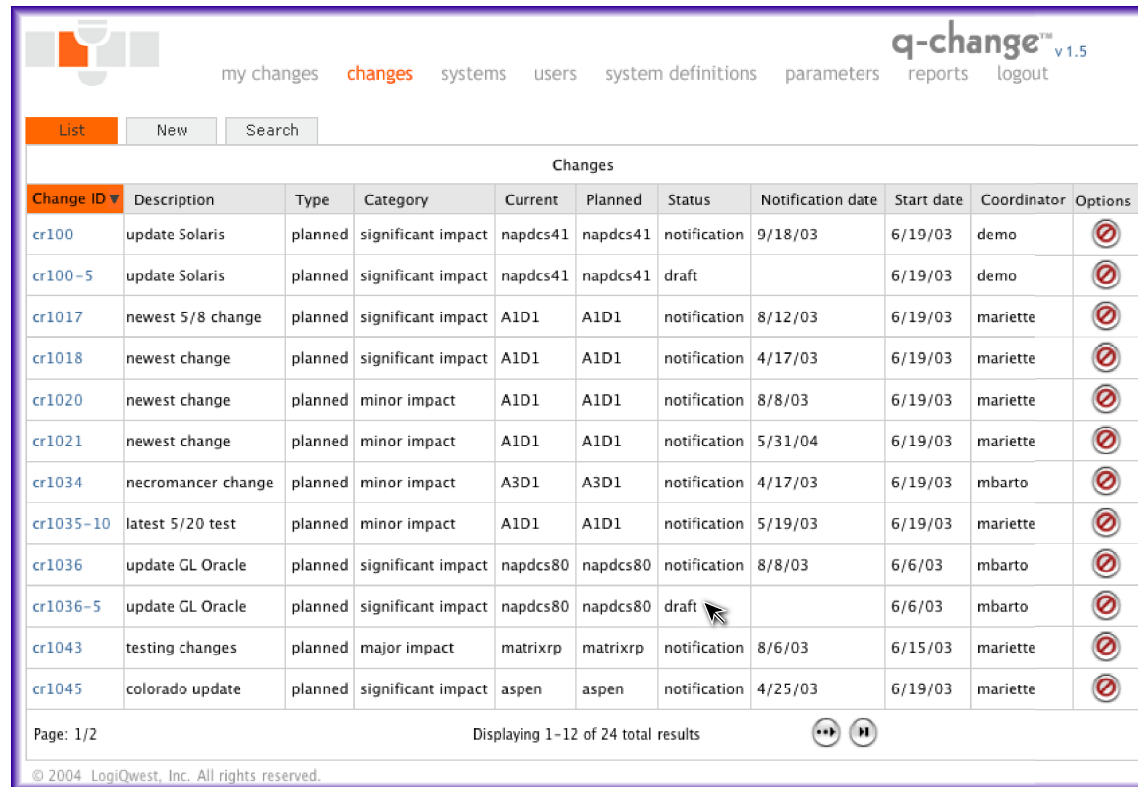
© 2004 LogiQwest, Inc. All rights reserved.













◆ authorized user



Let's take a look at the 'Changes' screen:

my changes **changes** systems users system definitions parameters reports logout

An authorized user is able to delete change requests using the delete button in the column on the right. This effectively removes the record from the database, so use with caution.



Change ID ▼	Description	Type	Category	Current	Planned	Status	Notification date	Start date	Coordinator	Options
cr100	update Solaris	planned	significant impact	napdcs41	napdcs41	notification	9/18/03	6/19/03	demo	
cr100-5	update Solaris	planned	significant impact	napdcs41	napdcs41	draft		6/19/03	demo	
cr1017	newest 5/8 change	planned	significant impact	A1D1	A1D1	notification	8/12/03	6/19/03	mariette	
cr1018	newest change	planned	significant impact	A1D1	A1D1	notification	4/17/03	6/19/03	mariette	
cr1020	newest change	planned	minor impact	A1D1	A1D1	notification	8/8/03	6/19/03	mariette	
cr1021	newest change	planned	minor impact	A1D1	A1D1	notification	5/31/04	6/19/03	mariette	
cr1034	necromancer change	planned	minor impact	A3D1	A3D1	notification	4/17/03	6/19/03	mbarto	
cr1035-10	latest 5/20 test	planned	minor impact	A1D1	A1D1	notification	5/19/03	6/19/03	mariette	
cr1036	update GL Oracle	planned	significant impact	napdcs80	napdcs80	notification	8/8/03	6/6/03	mbarto	
cr1036-5	update GL Oracle	planned	significant impact	napdcs80	napdcs80	draft		6/6/03	mbarto	
cr1043	testing changes	planned	major impact	matrixrp	matrixrp	notification	8/6/03	6/15/03	mariette	
cr1045	colorado update	planned	significant impact	aspen	aspen	notification	4/25/03	6/19/03	mariette	

Page: 1/2 Displaying 1-12 of 24 total results  

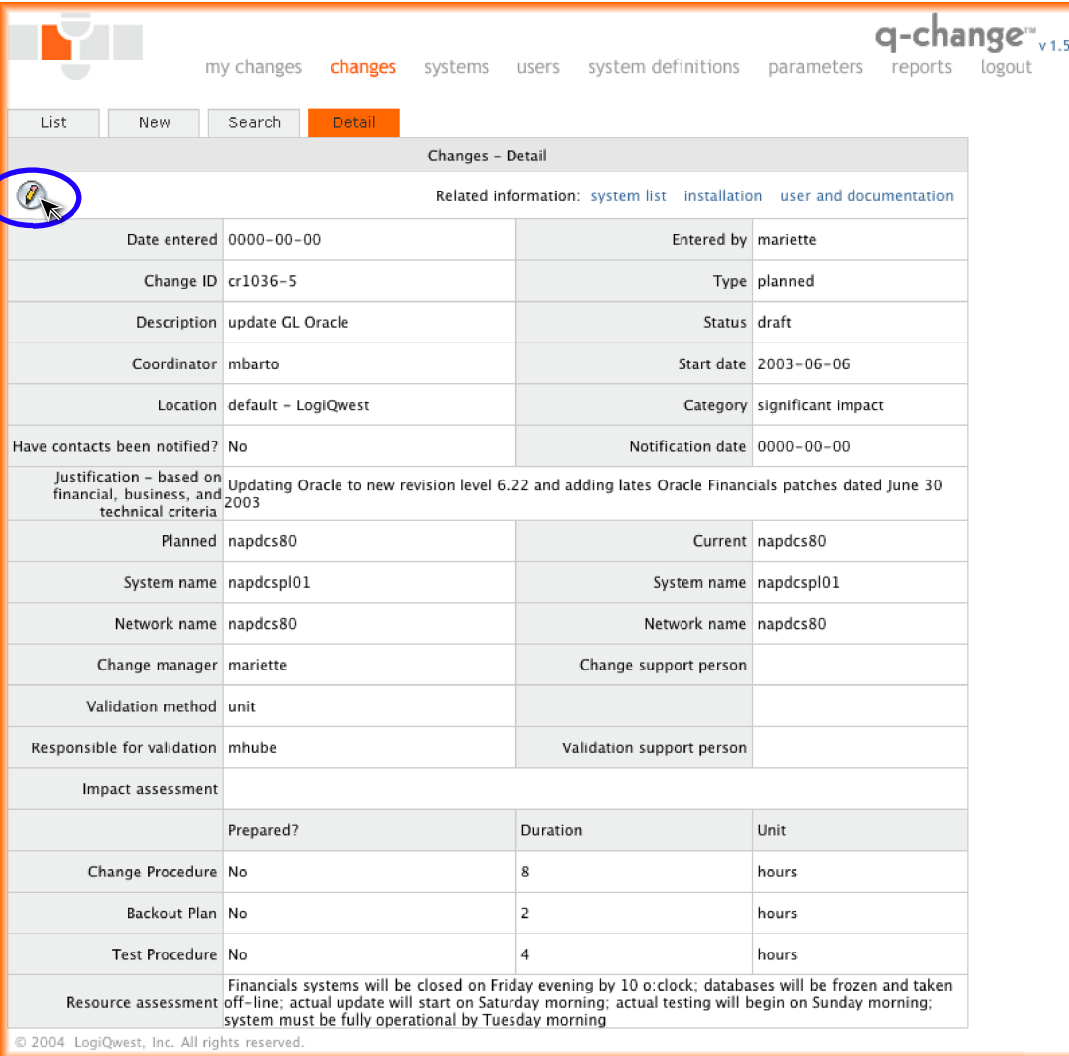
© 2004 LogiQwest, Inc. All rights reserved.

Select one of the changes with a status of 'draft':

◆ edit icon

This displays the detail of the change. The toolbar displays an edit button, and several links: to the associated or linked system list, and installation and user and documentation considerations.

Any authorized user can click on the **edit icon** to modify the change data.



q-change™ v1.5

my changes changes systems users system definitions parameters reports logout

List New Search **Detail**

Changes - Detail

Related information: [system list](#) [installation](#) [user and documentation](#)

edit icon

Date entered	0000-00-00	Entered by	mariette
Change ID	cr1036-5	Type	planned
Description	update GL Oracle	Status	draft
Coordinator	mbarto	Start date	2003-06-06
Location	default - LogiQwest	Category	significant impact
Have contacts been notified?	No	Notification date	0000-00-00
Justification - based on financial, business, and technical criteria	Updating Oracle to new revision level 6.22 and adding lates Oracle Financials patches dated June 30 2003		
Planned	napdcs80	Current	napdcs80
System name	napdcspl01	System name	napdcspl01
Network name	napdcs80	Network name	napdcs80
Change manager	mariette	Change support person	
Validation method	unit		
Responsible for validation	mhube	Validation support person	
Impact assessment			
	Prepared?	Duration	Unit
Change Procedure	No	8	hours
Backout Plan	No	2	hours
Test Procedure	No	4	hours
Resource assessment	Financials systems will be closed on Friday evening by 10 o'clock; databases will be frozen and taken off-line; actual update will start on Saturday morning; actual testing will begin on Sunday morning; system must be fully operational by Tuesday morning		

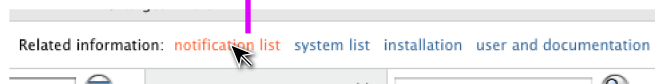
© 2004 LogiQwest, Inc. All rights reserved.

◆ build (gear) icon

The build (gear) icon allows you to build the system list if it has not already been built: this is the list of all systems that are potentially affected by this change.

system build (gear) icon

The notification list displays the individuals that will receive a notification about the change. Using the delete button in the right hand column, you may remove people from the list before you release it.



The user list is rebuild every time you select 'notification list'. When you release the list, people on the list will be notified via e-mail.

my changes changes systems users system definitions parameters reports logout

List New Search Modify

Changes - Edit

Related information notification list system list installation user and documentation

Date entered: 2004-08-11 Entered by: demo

Change ID: cr1036-5 Type: planned

Description: update GL Oracle Status: draft

Coordinator: mbarto Start date: 2003-06-06

Location: default - LogiQwest Category: significant impact

Have contacts been notified? No Notification date: 0000-00-00

Justification - based on financial, business, and technical criteria: Updating Oracle to new revision level 5.22 and adding latest Oracle Financials patches dated June 30 2003

Planned: napdcs80 Current: napdcs80

Change manager: mariette Change support person:

Validation method: unit

Responsible for validation: mhube Validation support person:

Impact assessment:

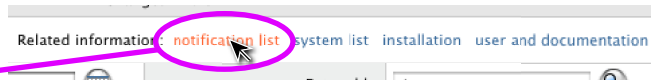
	Prepared?	Duration	Unit
Change Procedure	No	8	hours
Backout Plan	No	2	hours
Test Procedure	No	4	hours

Resource assessment: Financials systems will be closed on Friday evening by 10 o'clock; databases will be frozen and taken off-line; actual update will start on Saturday morning; actual testing will begin on Sunday morning; system must be fully operational by Tuesday morning

(To make copy and assign new auto ID, erase ID field, then select copy button) Copy Save

© 2004 LogiQwest, Inc. All rights reserved.

◆ notification list



The notification list displays the individuals that will receive a Email about the change.

This list is created from the individual system definition requirements which may also include other associated relationships defined through other system definition. For instance a change to database server may have impact on the application server. Relations set up with these definitions will generate a combined list.

A screenshot of the 'Notification list for cr1036-5' screen in the q-change v1.5 application. The screen shows a table with columns: Preference, Department, Contact name, User ID, Phone number, Email address, System name, and Options. Below the table are input fields for 'Email Subject' and 'Email message', and 'Release' and 'Cancel' buttons. A copyright notice for LogiQwest, Inc. is at the bottom.

Preference	Department	Contact name	User ID	Phone number	Email address	System name	Options
detail	Marketing	qchange demo	demo	714-596-4800	admin@logiqwest.com		
detail	Information Systems	Michael Barto	mbarto	714 596-0554	Geert.Vailemans@Sun.com	napdcsp101	
summary	Accounting	Cory Frisch	cfrisc	800-213-2111	admin@logiqwest.com	napdcsp101	
summary	Information Systems	Ken Taylor	ktaylo	310-784-6452	admin@logiqwest.com	napdcsp101	
summary	Information Systems	Mariette van den Bersselaar	mariette	714-596-0555	mariette@logiqwest.com		
summary	Information Systems	Marcelo De Matos	mdemat	310-263-4813	admin@logiqwest.com	napdcsp101	
summary	information technology	Martin Hubert	mhubert	12345	mhubert@freightgate.com		

Email Subject:

Email message:

© 2004 LogiQwest, Inc. All rights reserved.

The Notification screen allow comments to be added to the Email notification. You may remove people from the list before you release it using the delete button in the right hand column.

◆ system list



The system list displays the individual systems that may be affected by this change as calculated from the associated relationships defined in q-change from **system definitions** and extracted configuration information.

System list for cr1036-2

System ID	System name	Network name	Network address	System type	Model	Version	Location	Options
napdcs70	napdcspl01	napdcs70	156.20.60.143	SF15000	Sun Fire 15000		LogiQwest	
napdcs71	napdcspl01	napdcs71	156.20.60.145	SF15000	Sun Fire 15000		LogiQwest	
napdcs80	napdcspl01	napdcs80	156.20.60.149	SF15000	Sun Fire 15000		LogiQwest	
napdcs81	napdcspl01	napdcs81	156.20.60.151	SF15000	Sun Fire 15000		LogiQwest	
napdcs91	napdcspl01	napdcs91	156.20.60.154	SF15000	Sun Fire 15000		LogiQwest	
napdcspl01-sc0	napdcspl01	napdcspl01-sc0	156.20.63.166	SB1000	Sun Blade 1000		LogiQwest	

Page: 1/1 Displaying 1-6 of 6 total results [Close](#)

You can use the Delete option to remove system that are not affected.

◆ systems, users, system definitions, and parameters

























my changes changes **systems** users system definitions parameters reports logout

The **systems**, **users**, **system definitions**, and **parameters** screens support the change maintenance function. They are used to set up individual users (people that receive or enter information about change), systems and system relationships (the way in which systems are linked, through parent-child, peer-to-peer, or bridge connections).

q-change™ v 1.5

my changes changes **systems** users system definitions parameters reports logout

List New Search

Systems								
System ID ▼	System name	System type	Category	Location	Network name	Network address	Status	Options
A1D1	medieval	E10000	server	LogiQwest	A1D2	10.37.0.201	deployed	 
A3D1	necromancer	E10000	server	LogiQwest	A3D1	10.37.0.201	deployed	 
anadbs30	anact02	SF6800	server	LogiQwest	anadbs30	192.168.4.5	deployed	 
aspen	colorado-sc0	SF6800	server	LogiQwest	aspen	10.0.0.11	deployed	 
badchannel	puppet	F6500	server	LogiQwest	badchannel	129.132.17.2	deployed	 
bloodstone	puppet	E10000	server	LogiQwest	bloodstone	129.132.25.2	deployed	 
boulder	colorado-sc0	SF6800	server	LogiQwest	boulder	172.17.8.67	deployed	 
castlefreak	used for something	E420R	server	LogiQwest	castlefreak	123.123.23.23	deployed	 
coneflower	perennial	E10000	server	LogiQwest	coneflower	10.1.1.4	deployed	 
court38	sc38	SF3800	server	LogiQwest	court38	170.164.49.3	deployed	 
dahlia	perennial	E10000	server	LogiQwest	dahlia	10.1.1.8	deployed	 
darkangel	puppet	E10000	server	LogiQwest	darkangel	129.132.17.5	deployed	 

Page: 1/16 Displaying 1-12 of 184 total results

© 2003 LogiQwest, Inc. All rights reserved.

Use the edit button (with pencil) to add or maintain records, or the delete button to erase records from the database.

◆ systems

my changes changes **systems** users system definitions parameters reports logout

The **systems** screens are used to set up individual systems and system relationships (the way in which systems are linked, through parent-child, peer-to-peer, or bridge connections). They are used to set up individual users systems. This function is also supported by links into a configuration monitoring tool such as i-Status which automates the collection of attached information such as serial number and hardware relationships such as multi-domain servers and cluster servers. The non system related information such as contract number and so forth can also be stored in q-change.

Relationships for napdcs71

Link from ▼	System name	System type	Model	Network address	Network name	Location	Status	Options
napdcs70	napdcspl01	SF15000	Sun fire 15000	156.20.60.143	napdcs70	LogiQwest	deployed	

AddClose

q-change™ v 1.5

my changes changes **systems** users system definitions parameters reports logout

ListNewSearchModify

Systems - Edit

Relationships:

'is resident on'
'is connected to'
parent

'can access'
'uses'
'child'

owner(s)
responsible
for system

System ID	napdcs71	System type	SF15000
System name	napdcspl01	Location	default - LogiQwest
Network address	156.20.60.143	Network name	napdcs71
Date of last change	2003-03-03	Status	deployed
Date placed into service	2003-08-26	Service level	7x24
Serial number	A443FF1234	License reference	K333K
Remarks	This server uses 90 MHZ IO Boats		

(To make copy and assign new auto ID, erase ID field, then select copy button) CopySave

© 2003 LogiQwest, Inc. All rights reserved.

◆ system definition

my changes changes systems users **system definitions** parameters reports logout

The **system definitions** screens establish types of systems that can be used to set up relationships.

The screenshot displays the 'q-cchange v1' interface. The top navigation bar includes links for 'my changes', 'changes', 'systems', 'users', 'system definitions' (highlighted), 'parameters', 'reports', and 'logout'. Below this, a text box states: 'The **system definitions** screens establish types of systems that can be used to set up relationships.'

The main interface is divided into two sections. The top section, titled 'System definitions - Edit', contains a form for editing a system definition. The form includes fields for 'System type' (SF15000), 'Category' (server), 'Model' (Sun Fire 15000), 'Version' (empty), 'Supplier' (Sun Microsystems), 'End of life' (0000-00-00), 'Notify supplier?' (Y), 'Existing maintenance contract?' (Y), 'Manufacturer' (Sun Microsystems), 'Supplier PO number' (A3426566), and 'Remarks' (User the new 90 MHZ V2 IO boots). Buttons for 'List', 'New', 'Search', and 'Modify' are at the top. A 'Copy' button and a 'Save' button are at the bottom right. A copyright notice '© 2003 LogiQwest, Inc. All rights reserved.' is at the bottom left.

The bottom section, titled 'System definitions', displays a table of system definitions. The table has columns for 'System type', 'Category', 'Model', 'Version', 'Supplier', 'Remarks', 'End of life', and 'Options'. The 'Options' column contains edit (pencil) and delete (X) buttons. A yellow arrow points from the edit button in the 'Options' column of the row with 'System type' 'SF6800' to the 'System definitions - Edit' form.

System type	Category	Model	Version	Supplier	Remarks	End of life	Options
'Netra'	'server'	'Netra T1'	"	'Sun Microsystems'	"		
'SB100'	'server'	'Sun Blade 100'	"	'Sun Microsystems'	"		
'SF15000'	'multi-domain'	'Sun Fire 15000'	"	'Sun Microsystems'	"		
'SF280R'	'server'	'Sun Fire 280R'	"	'Sun Microsystems'	"		
'SF3800'	'multi-domain'	'Sun Fire 3800'	"	'Sun Microsystems'	"		
'SF4800'	'multi-domain'	'Sun Fire 4800'	"	'Sun Microsystems'	"		
'SF6800'	'multi-domain'	'Sun Fire 6800'	"	'Sun Microsystems'	"		
'U2'	'server'	'Sun Ultra 2'	"	'Sun Microsystems'	"		
'U5'	'server'	'Sun Ultra 5'	"	'Sun Microsystems'	"		
'V880'	'server'	'Sun Fire 880'	"	'Sun Microsystems'	"		
15K2		sunfire 6800		sun		10/10/03	
15K2-1	server	sunfire 6800		sun microsystems		10/10/03	

Page: 2/8 Displaying 13-24 of 96 total results

© 2003 LogiQwest, Inc. All rights reserved.

Use the edit button (with pencil) to add or maintain records, or the delete button to erase records from the database.

◆ users screens

The user screen support:

New -> adds a new record

Modify -> adds changes to a previously entered record (e.g. user adds own comments to change request)

my changes changes systems **users** system definitions parameters reports logout

Enter user information for people that receive change notifications.

The user screen support:

New -> adds a new record

Modify -> adds changes to a previously entered record (e.g. user adds own comments to change request)

my changes changes systems **users** system definitions parameters reports logout

List **New** Search

Users - New

User ID required Date added 2004-08-12

Name Last name

Email Password

Category approver Department

Phone Cellular

Preference summary Type of notification approve

Function Location default - LogiQwest

Alternate contact Status active

Save

© 2004 LogiQwest, Inc. All rights reserved.

Name	Last name	User ID	Department	Function	Location	Category	Options
Audrey	Fernandez	aferna	Graphics designs	Department head	Oleander	Project-lead	
Bob	Bache	bbache	Information Systems	System manager	LogiQwest	IT	
Cory	Frisch	cfrisc	Accounting	Accounting supervisor	Springdale		
qchange	demo	demo	Marketing	tester			
Dvonna	Kienow	dkieno	Manufacturing Operations	Supervisor			
Delicia	Lim	dlim	A-P	Manager			
Eva	Fries	efries	Finance	Manager			
John	Golonka	jgonlon	Purchasing	Project manager			
Jack	Heffling	jheffl	Quality Control	Supervisor			
Kadence	Jobin	kadence	Sales	Sales manager			
Kay	Gibby	kgibby	Accounting	Supervisor			
Kadence	Jobin	kjobin	Finance	CFO			

Page: 1/3 Displaying 1-12 of 33 total records

© 2004 LogiQwest, Inc. All rights reserved.

my changes changes systems **users** system definitions parameters reports logout

List New Search **Modify**

Users - Edit

Edit permissions

User ID cfrisc Date added 2003-02-25

Name Cory Last name Frisch

Email admin@logiqwest.com Password

Category approver Department Accounting

Phone 800-213-2111 Cellular

Preference summary Type of notification inform

Function Accounting supervisor Location loc04 - Springdale

Alternate contact Status active

Save

© 2004 LogiQwest, Inc. All rights reserved.

Use the edit button (with pencil) to add or maintain records, or the delete button to erase records from the database.

my changes changes systems users **system definitions** parameters reports logout

List Search

Define configuration types for software and hardware systems.

my changes changes systems users **system definitions** parameters reports logout

List New Search **Modify**

System definitions - Edit

System type	15K2-1	Category	server
Model	sunfire 6800	Version	
Supplier	sun microsystems	End of life	2003-10-10
Notify supplier?	N	Existing maintenance contract?	Y
Manufacturer	Sun Microsystems	Supplier PO number	
Remarks	Uses new 4444A Gigbit Card for i70		

(To make copy, enter a new ID, then select copy button) **Copy** Save

© 2004 LogiQwest, Inc. All rights reserved.

◆ system definition

The system definition screen supports:

New -> adds a new record

Modify -> adds changes to a previously entered system definitions. Category definitions are pre-defined and appear as list options when defining or modifying a new system type.

- application
- browser
- database
- default
- desktop
- documentation
- laptop
- network
- os
- redars
- ✓ server
- switch

◆ paramaters

The parameters screen supports a variety of configurations and lists.

Some of these are **System status** configuration such as deployed, retired or storage.

Specific user types can be defined using the **User categories** screen.

System categories defines classification of system types such as servers, switches and documentation.

The screenshot shows the 'q-change v1.5' interface. The 'parameters' menu is highlighted in the top navigation bar. Below it, the 'Locations' table is displayed with the following data:

Location ID	Division	Location name	Phone	Options
default	Irvine	LogiQwest		
loc02	LogiQwest	Beach Boulevard	714 596-4800	
loc04	Freightgate	Springdale	555-1212	
loc05	LogiQwest	Oleander	841-5341	

Page: 1/1 Displaying 1-4 of 4 total results

© 2004 LogiQwest, Inc. All rights reserved.

The **parameter** screens also offer extended capability functions such as the **i-Status import** options to update or add new hardware configuration and relationships information.

New -> adds a new record

Modify -> adds changes to a previously entered parameters.

The screenshot shows the 'System status' table with the following data:

Status	Description	Options
deployed	deployed	
pre-flight	in test	
retired	retired	
storage	storage	

Page: 1/1 Displaying 1-4 of 4 total results

© 2003 LogiQwest, Inc. All rights reserved.

The screenshot shows the 'User categories' table with the following data:

Category	Description	Options
approver	owner of the system	
coordinator	change manager	
End user	User of the system	
	Information Technology	
	project leader	

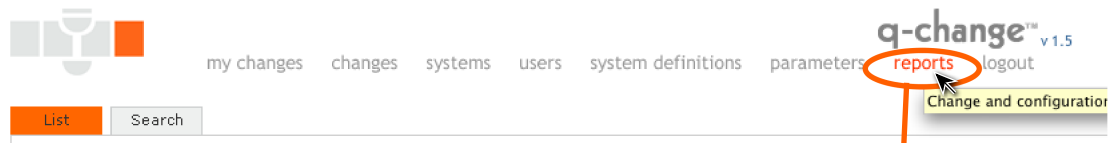
The screenshot shows the 'System categories' table with the following data:

Category code	Description	Options
application	application	
browser	browser	
database	database	
default	skip	
desktop	desktop	
documentation	documentation	
laptop	laptop	
network	network	
os	os	
server	server	
switch	switch	

Page: 1/1 Displaying 1-11 of 11 total results

© 2003 LogiQwest, Inc. All rights reserved.

reports



The **reports** provides access to q-change standard and customizable reports options.

The **reports** screens are defined by implementation considerations and client's requirements.

Management reports	
Title	Description
Frequency of changes – all items	Analysis of change to configuration items -- All
Frequency of changes – primary items	Analysis of change to configuration items -- Primary
Frequency of changes – related items	Analysis of change to configuration items -- Related
Action items	Action items
Frequency of change by user	Analysis of change by user
Rejects and approvals by user	Rejection or acceptance by user

Page: 1/1 Displaying 1-6 of 6 total results

© 2004 LogiQwest, Inc. All rights reserved.

Action items						
priority	description	function	assigned_to	when_created		
	Fix app to have help for functions and fields	all	MvdB	3/1/03		
2	Need separate set of screens for admin user versus end-user. End-user should have access only to my changes, reports, and logout. Admin user should have access to all functions.	access		4/22/03		
3	Make approval status changeable based on user-change relation: user is responsible for some systems, end-user on other systems	changerequest		4/22/03	pending	enhancement
7	Password encryption not echoed; need to populate permission table to allow users to log on with user ID and password set in users function	users		4/22/03	pending	bug

Page: 1/1 Displaying 1-4 of 4 total results

© 2004 LogiQwest, Inc. All rights reserved.