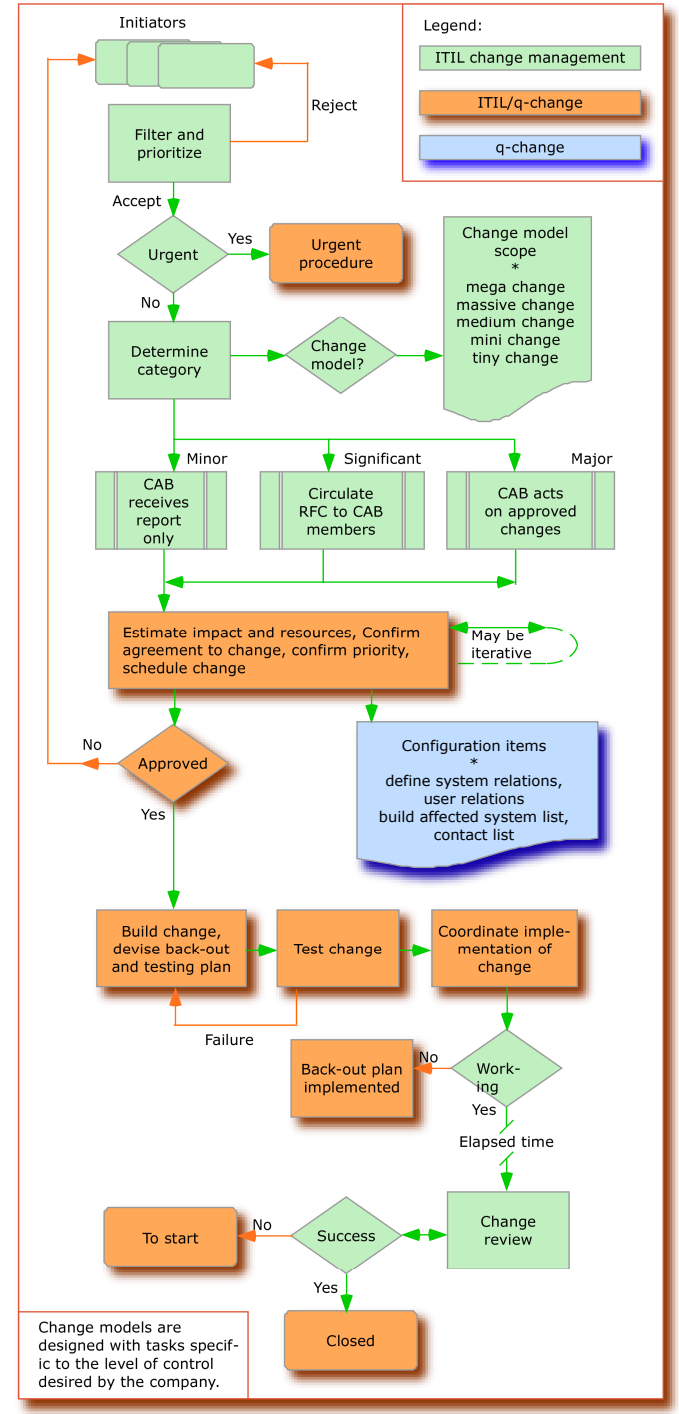
Defining q-change in the ITIL context

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.



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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.

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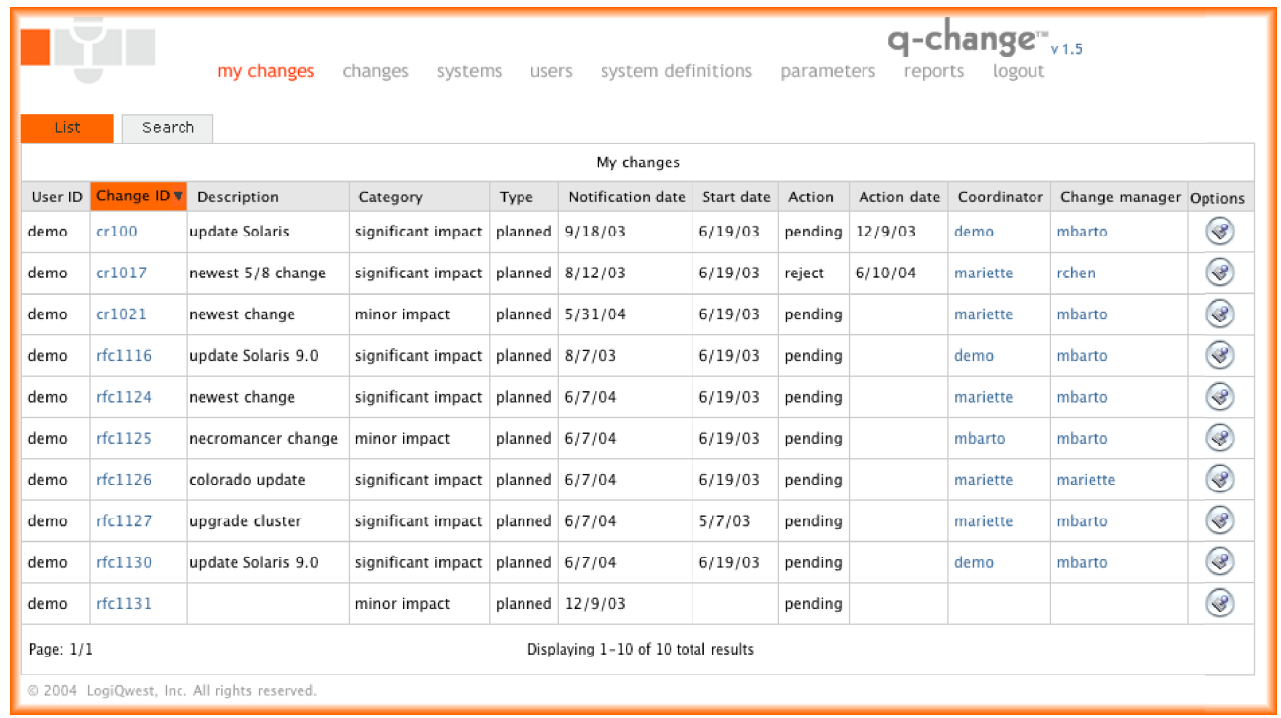
Navigation through q-change

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.



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

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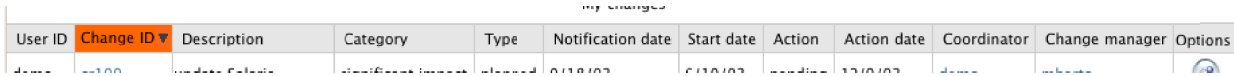
Tabs (not all tabs appear on all screens)

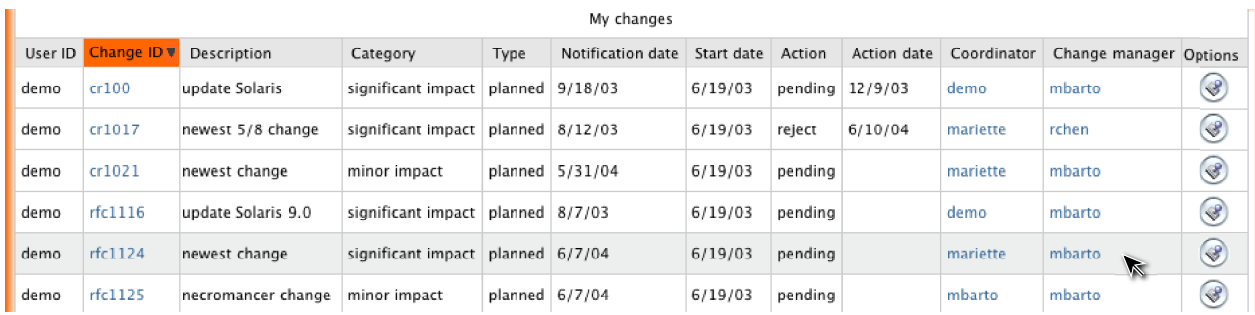
List -> lists all of the records
Search -> searches for specific set of records based on search criteria

Column headers



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)

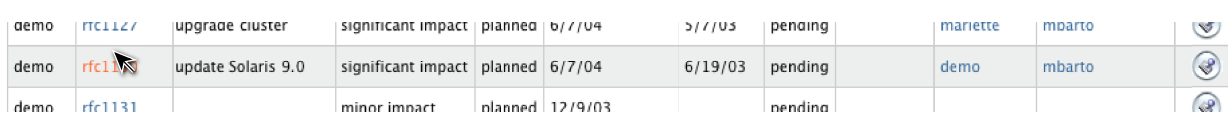
Highlighted rows and fields



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.



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

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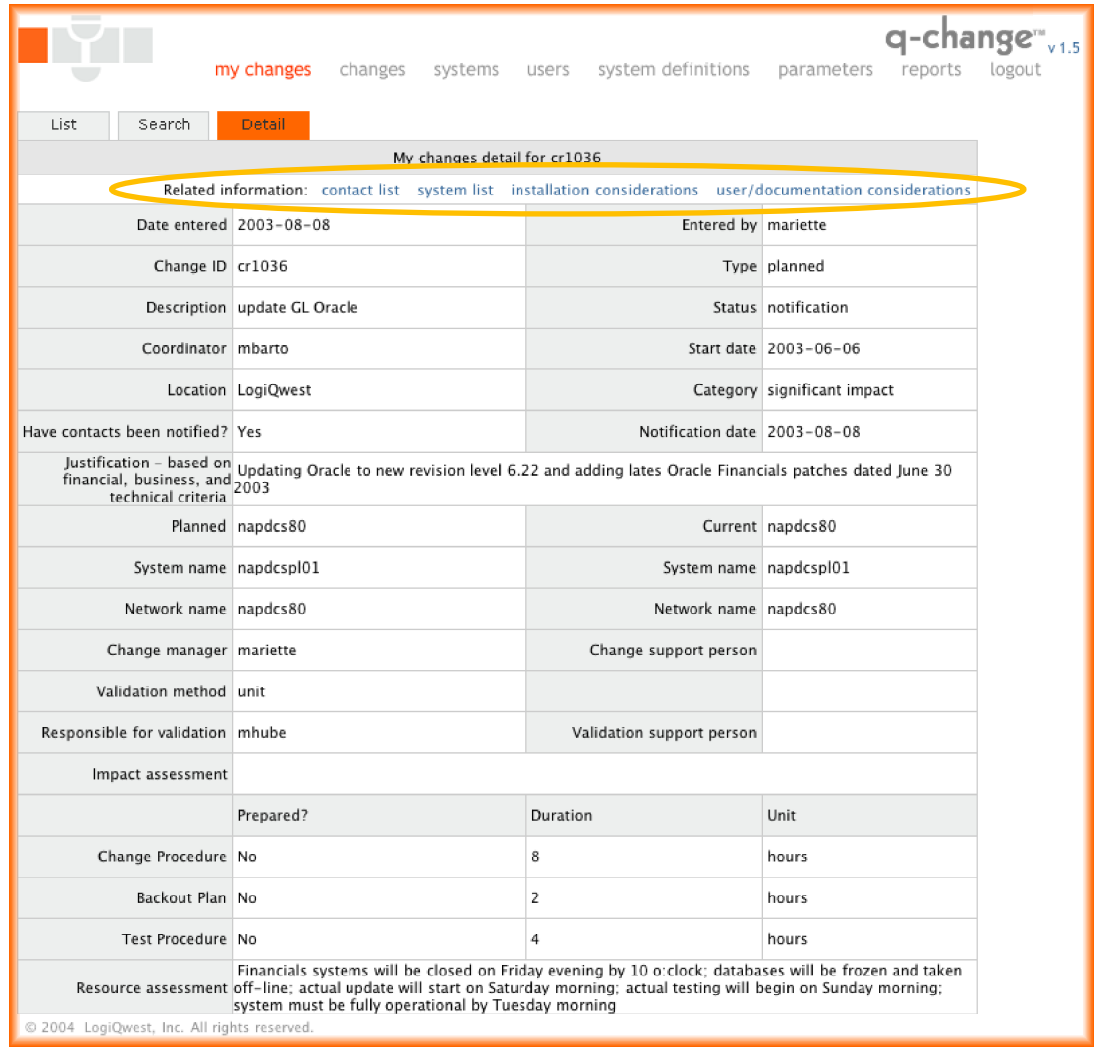
Related Information



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.

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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.Vaillemans@Sun.com	pending		
qchange demo	714-596-4800	admin@logiqwest.com	pending		

Page: 1/1 Displaying 1-5 of 5 total results Close

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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

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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.

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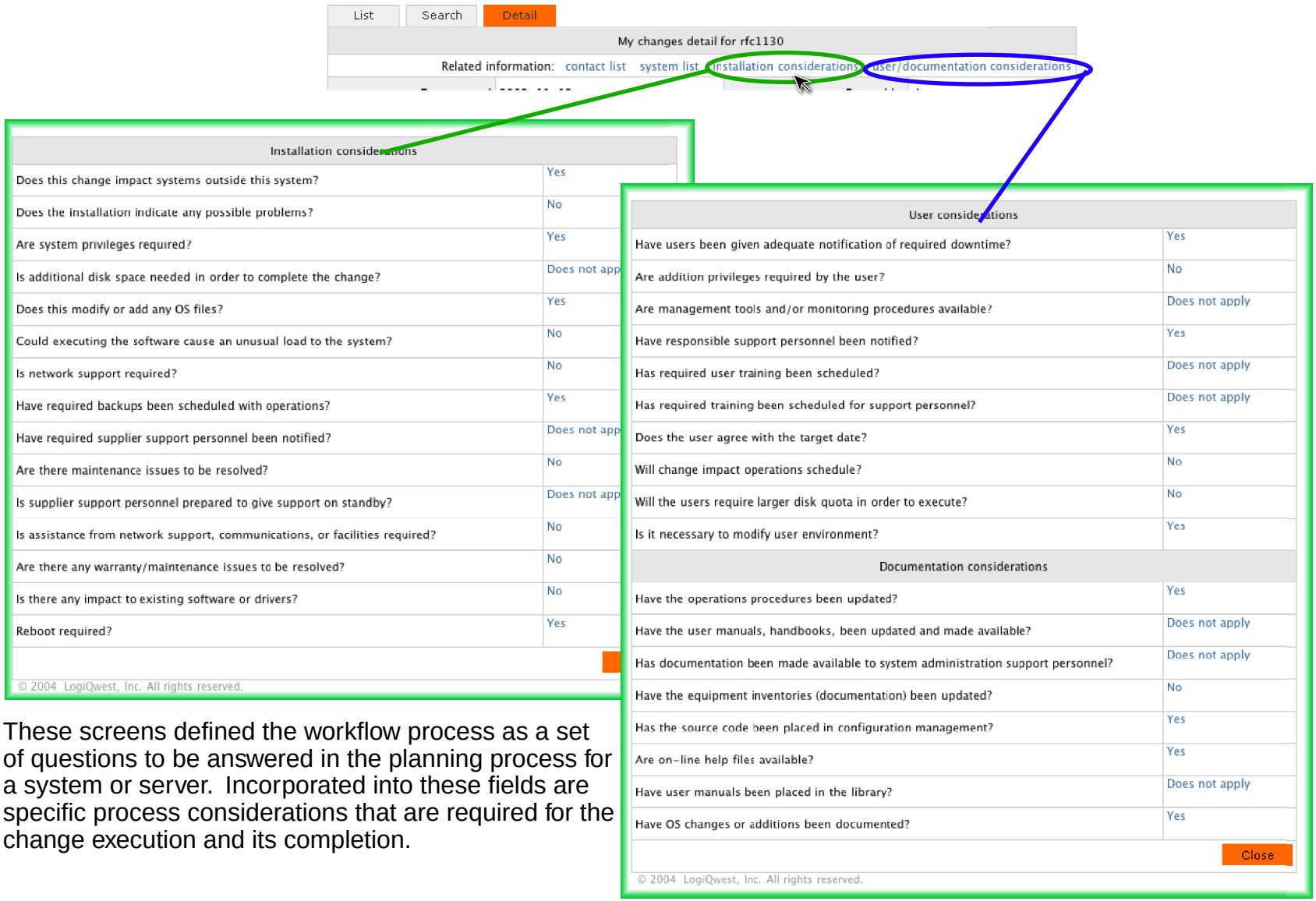
Installation and user/documentation considerations

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.



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.

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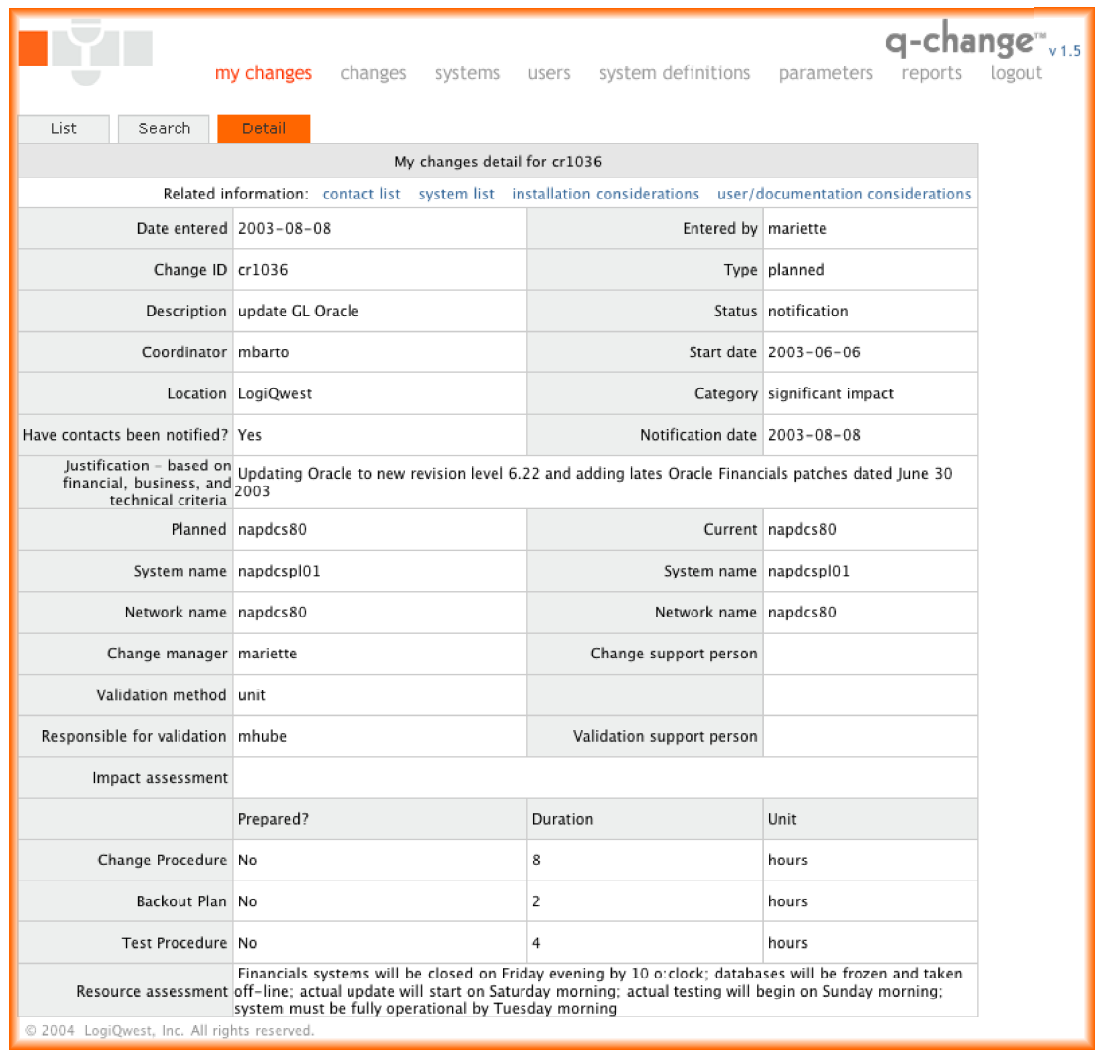
Other important change detail

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



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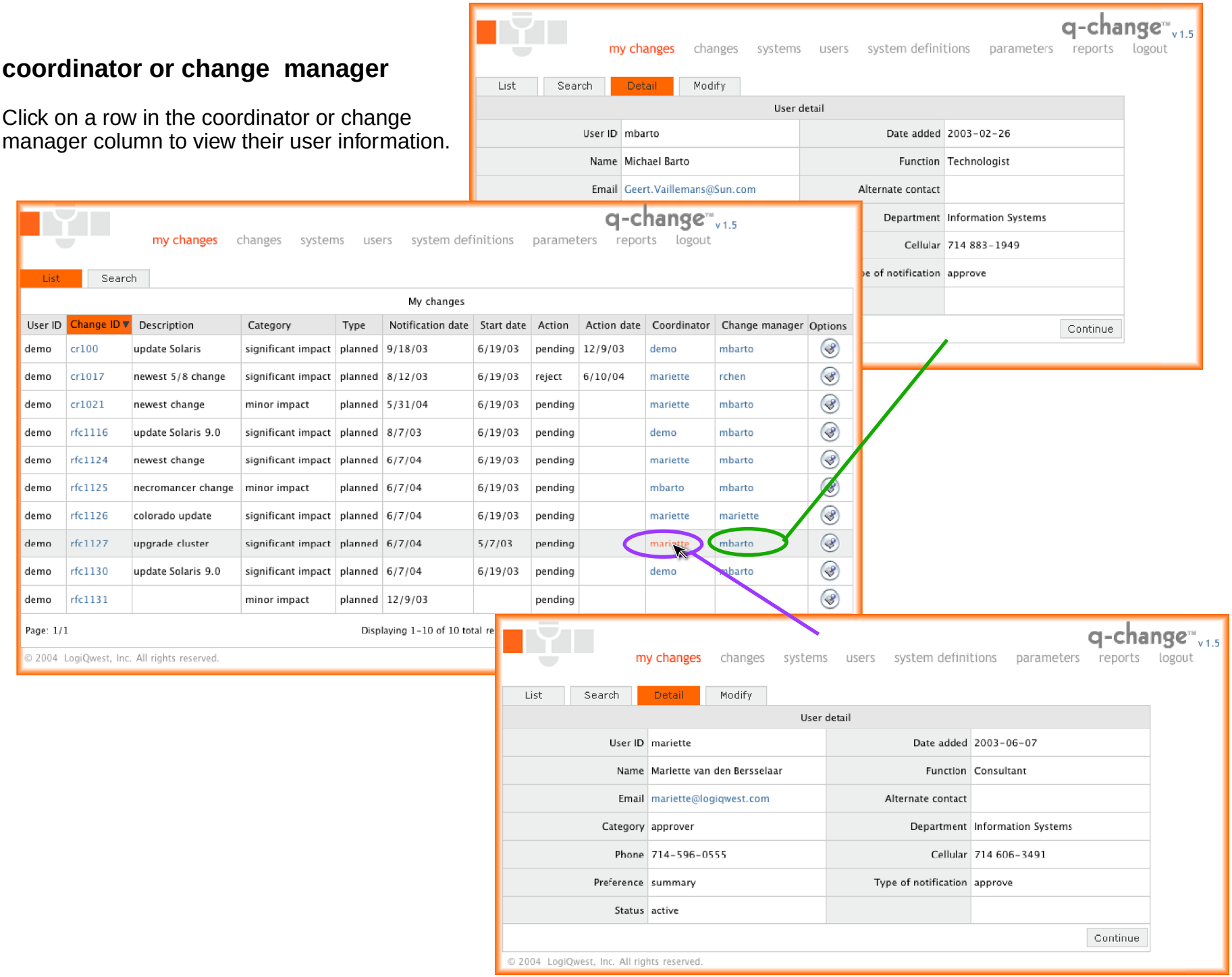
coordinator or change manager

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



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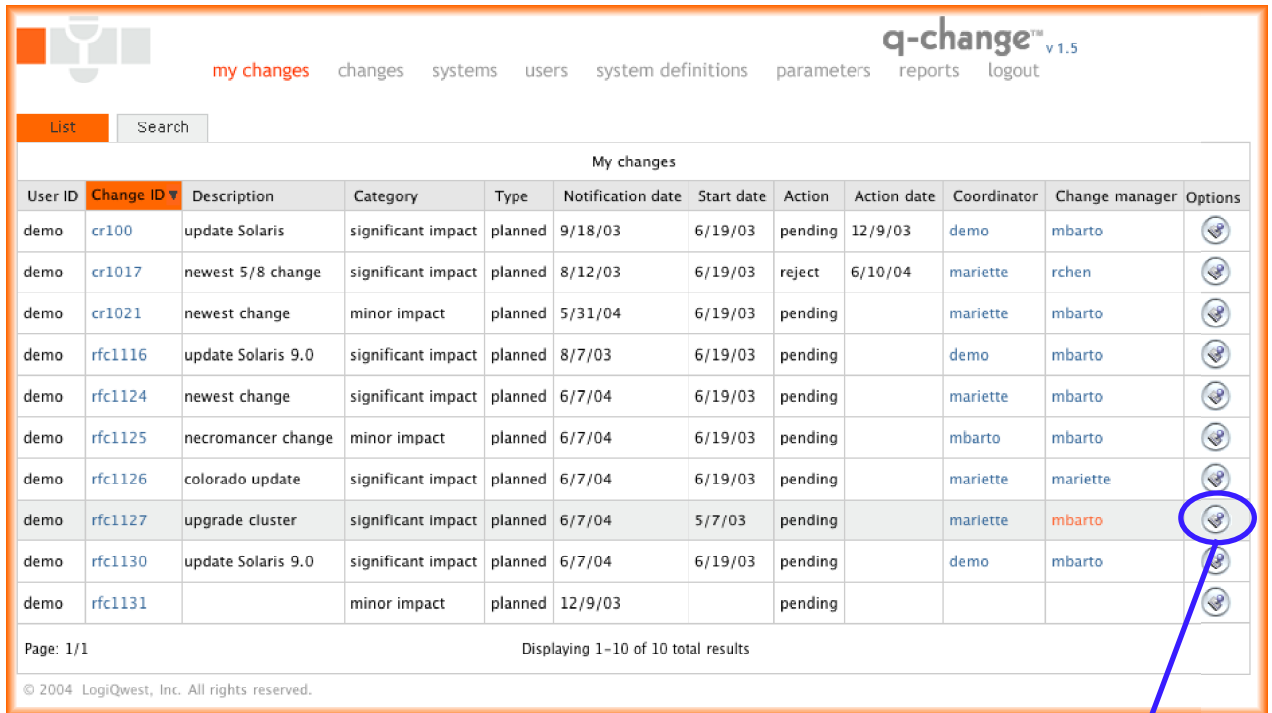
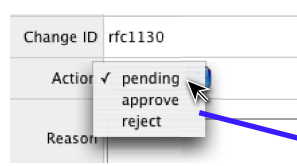
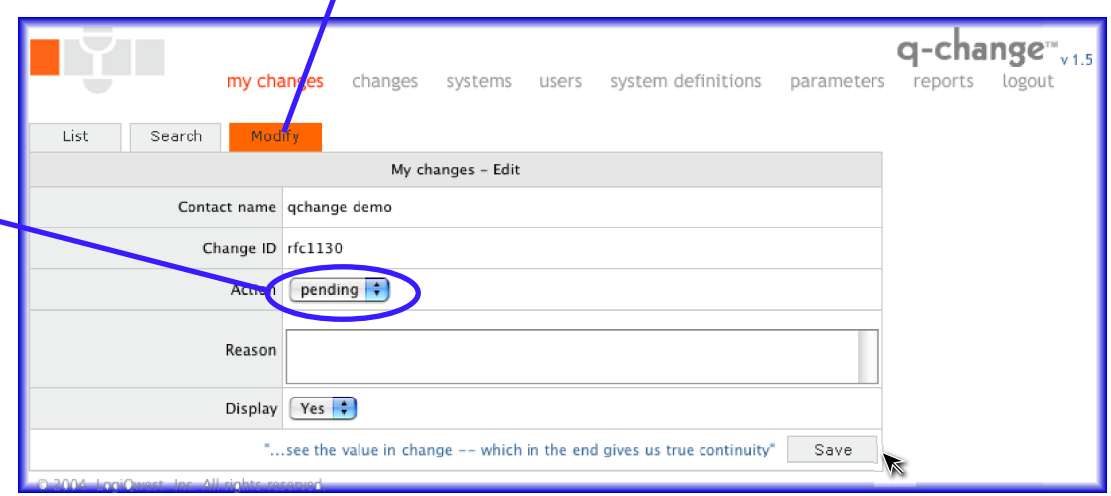
stamp icon

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



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.





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.

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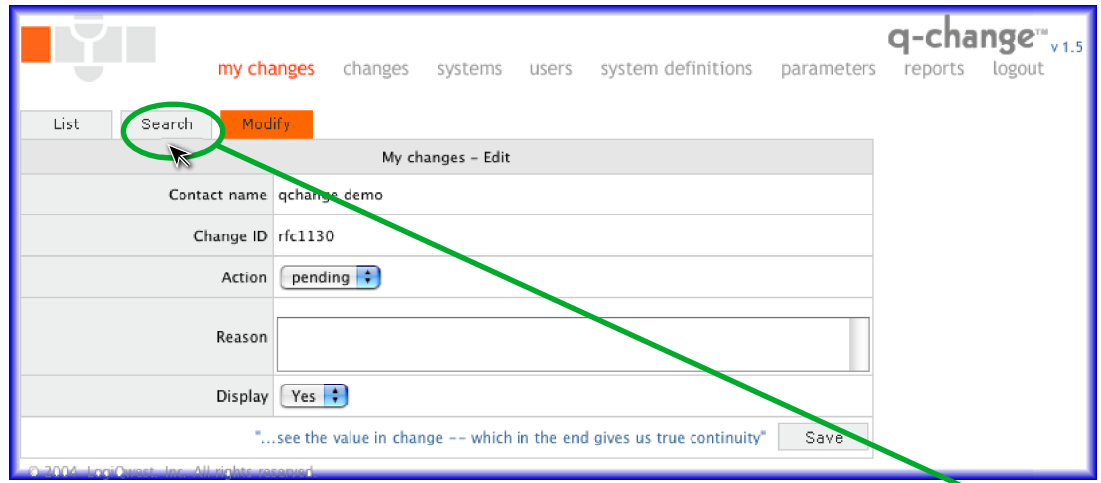
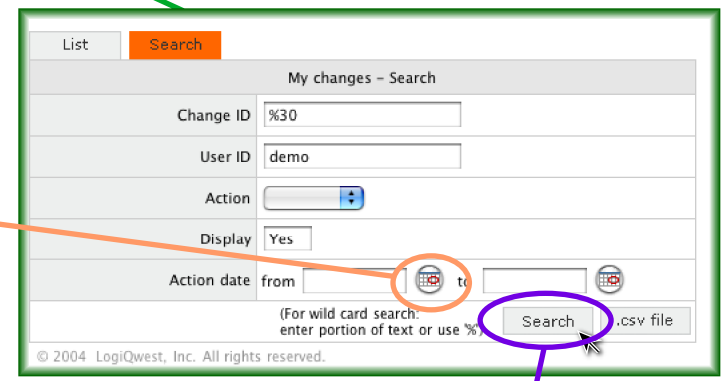
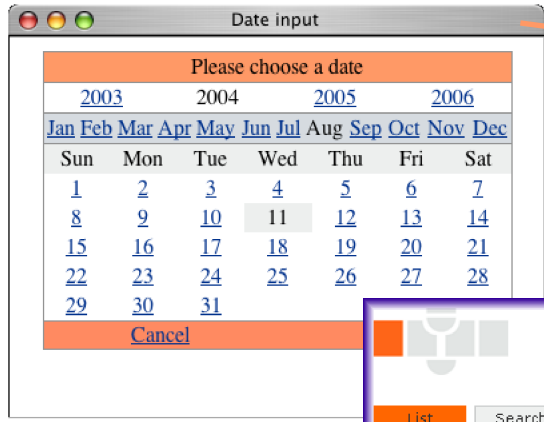


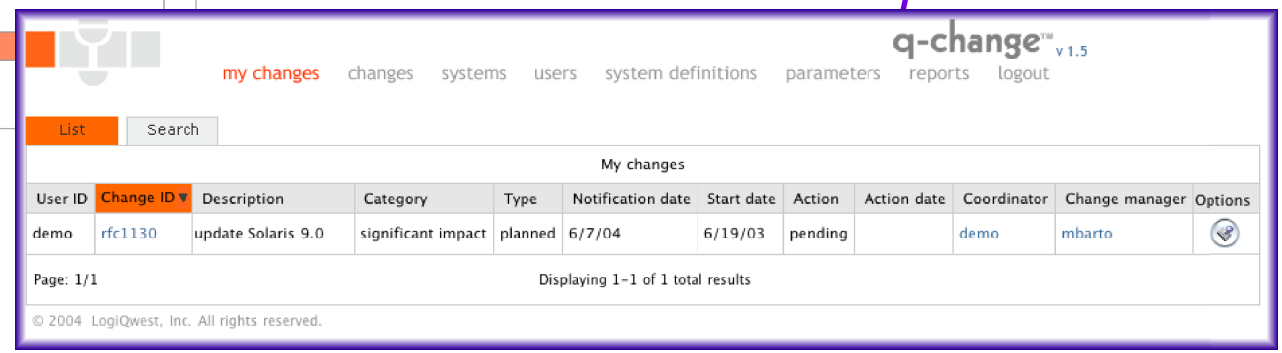
search screen

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').





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



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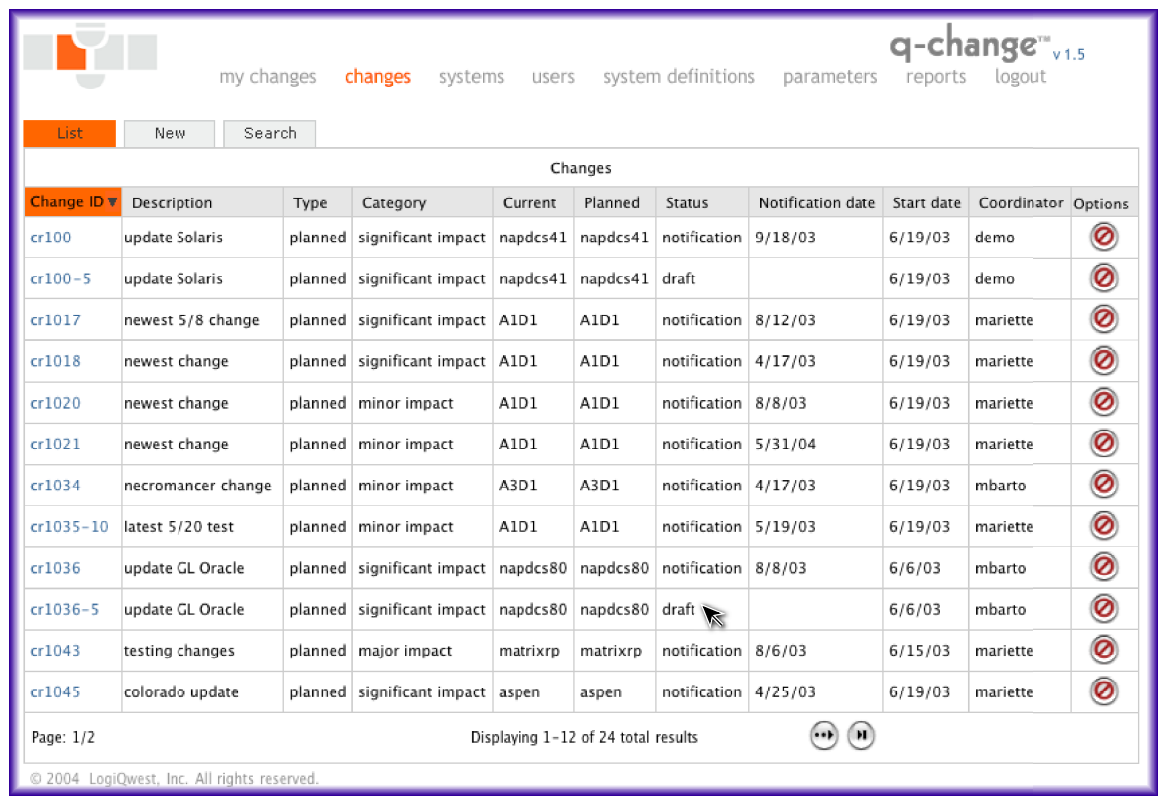
authorized user

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

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	

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

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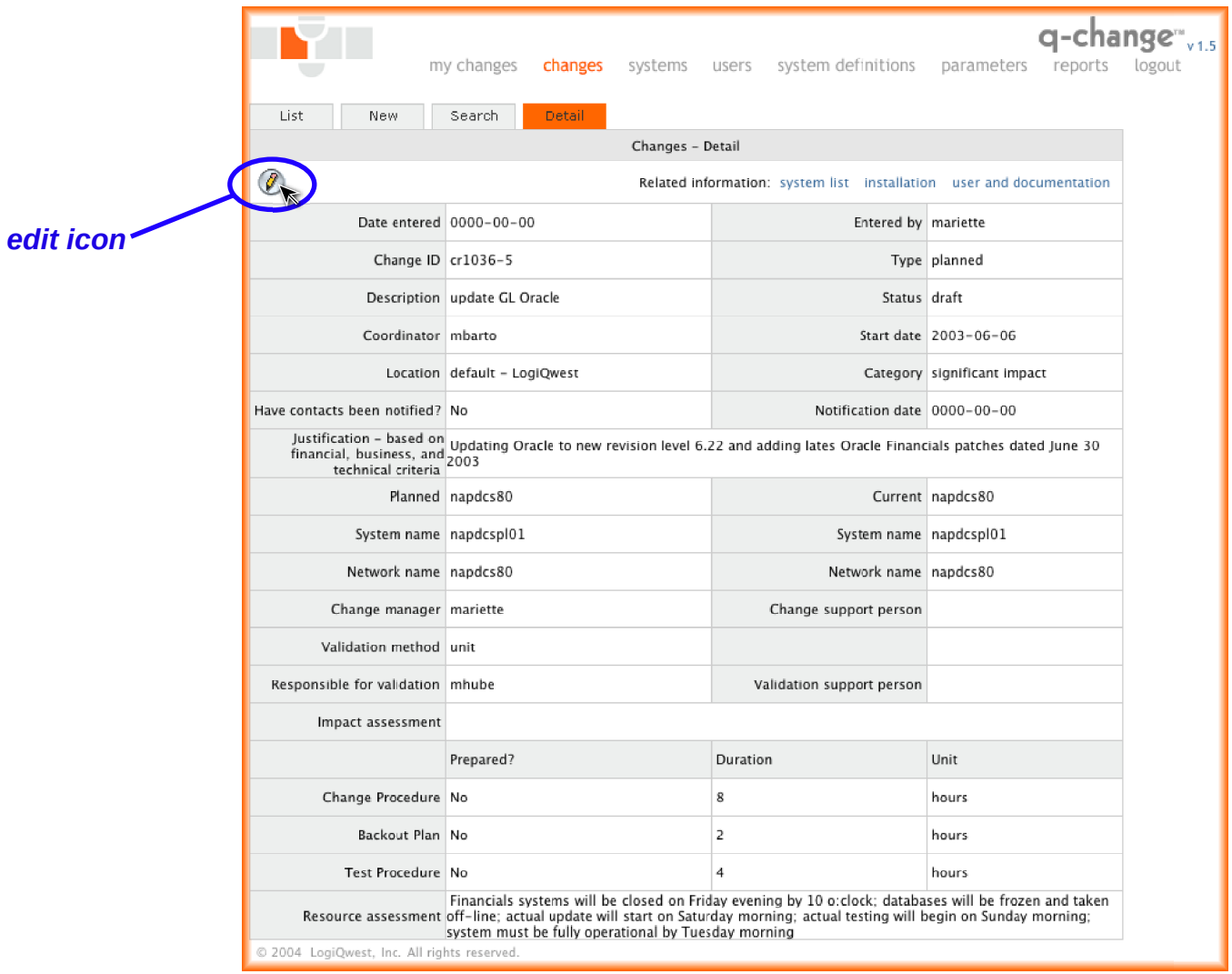
edit icon

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.



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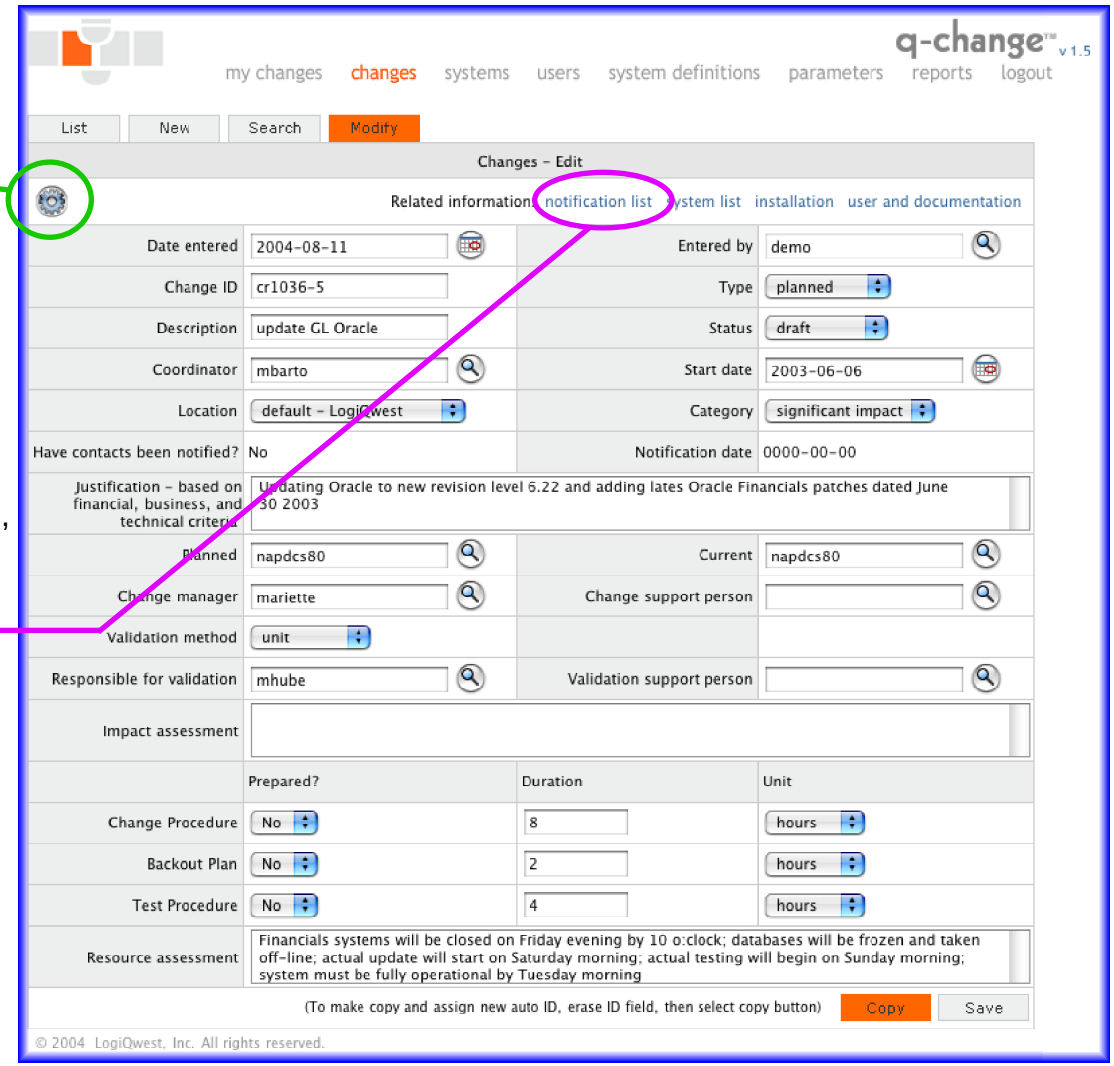
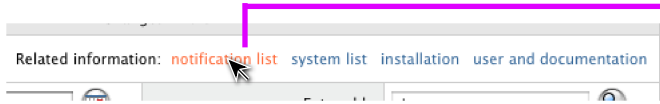
build (gear) icon

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.

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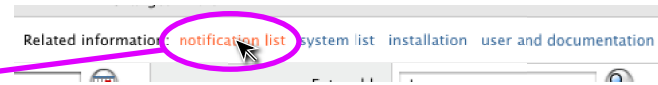
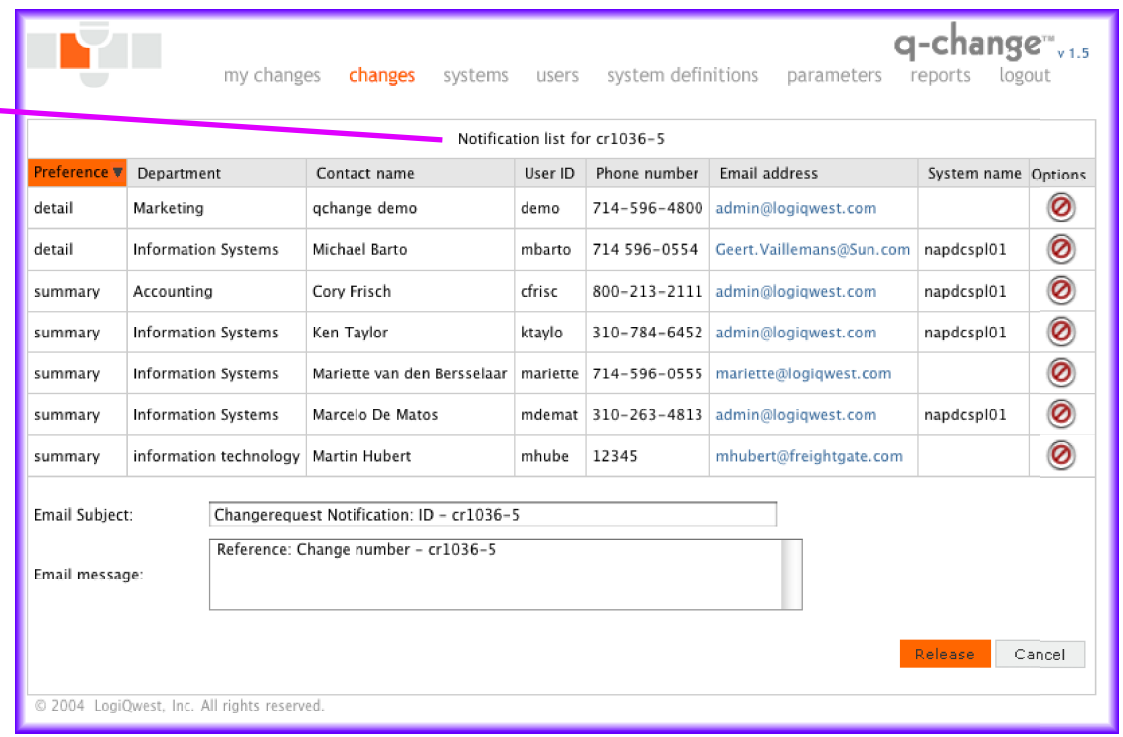
notification list



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.



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.

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system list

The system list displays the individual systems that may affected be this changed or associated with this change as calcualted 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.

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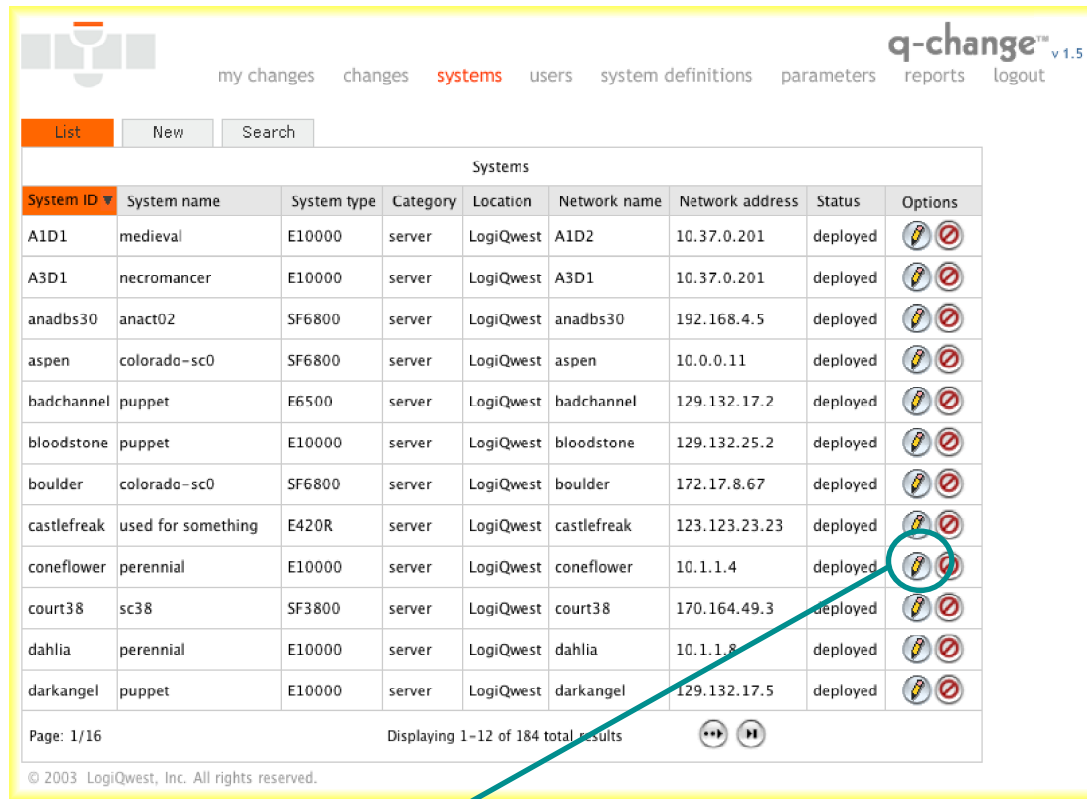
systems, users, system definitions, and parameters

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).



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

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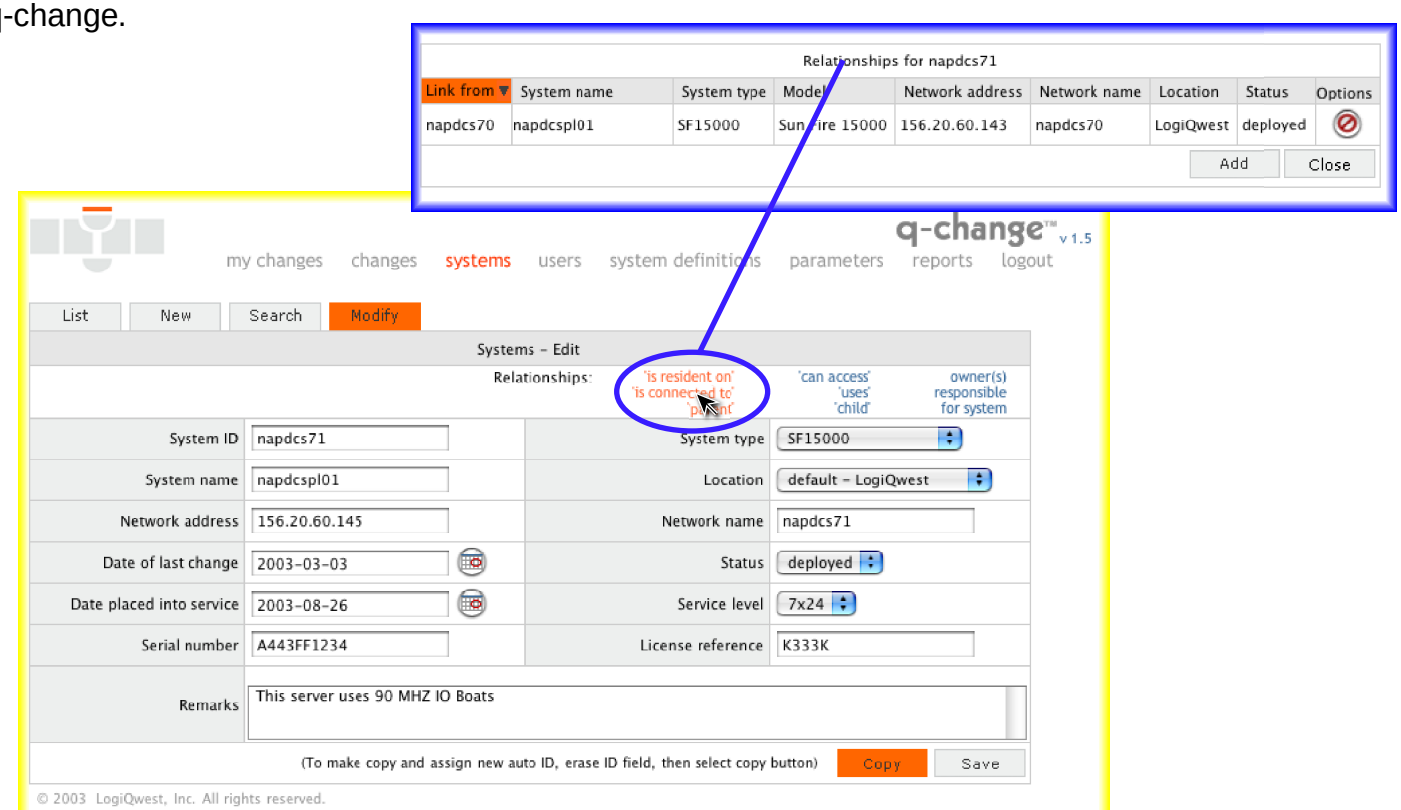
systems

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.



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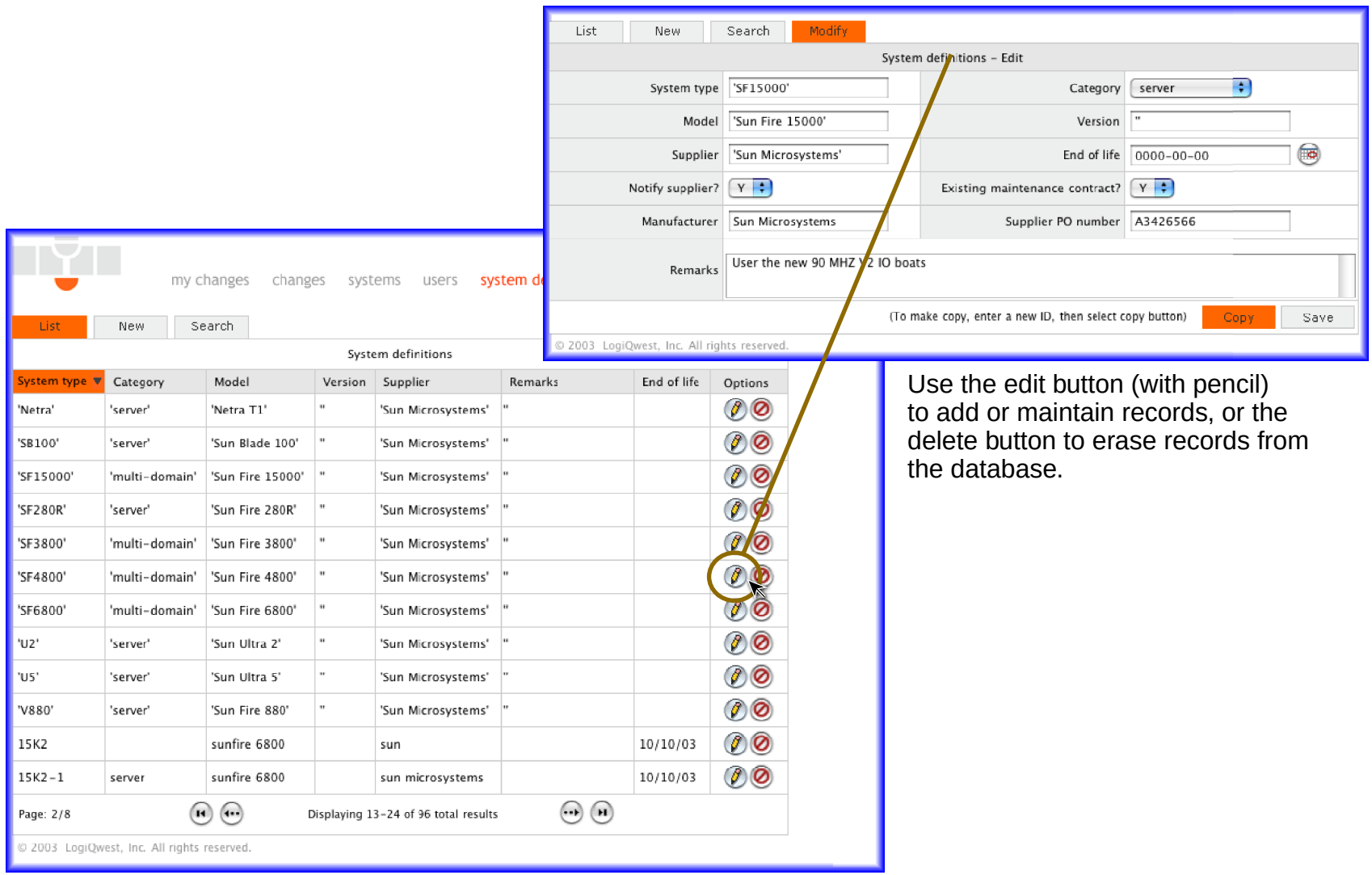
system definition

q-change™ v1

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.



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

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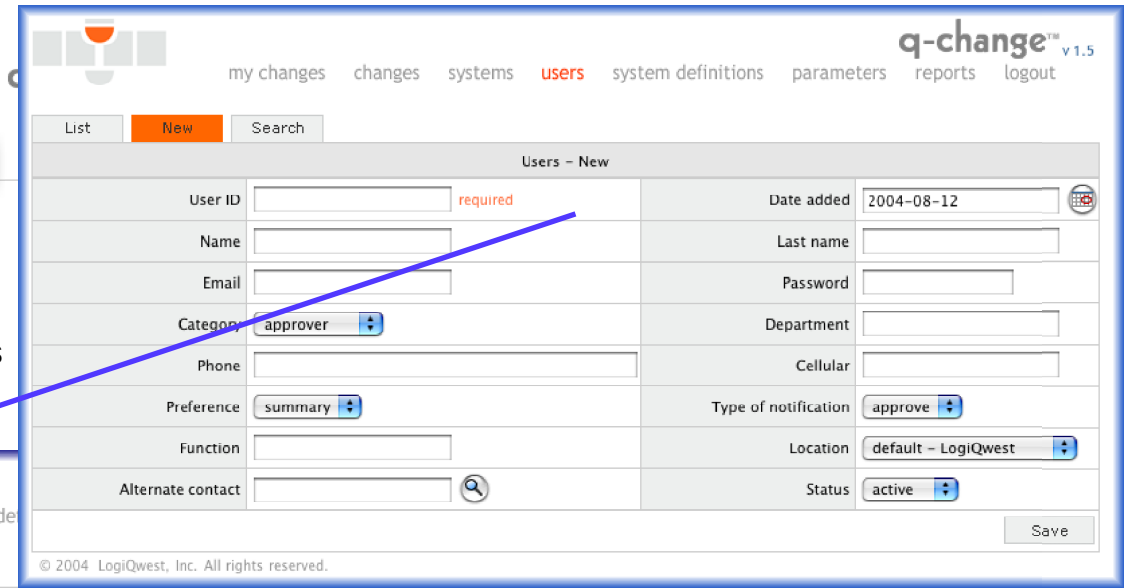
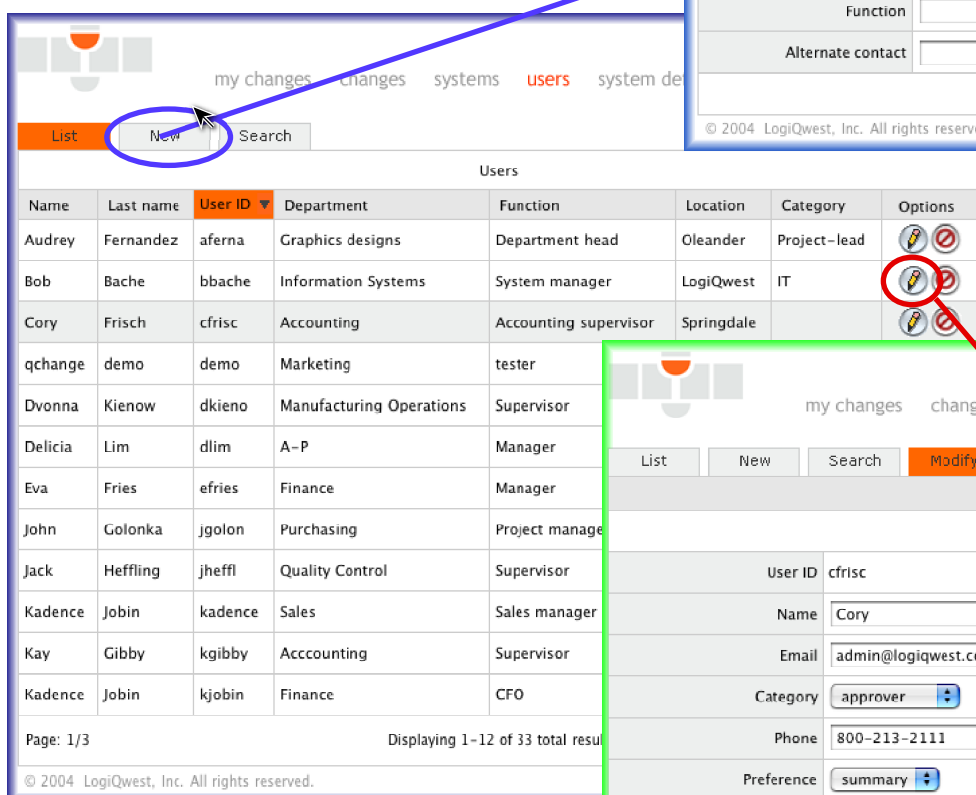
users screens

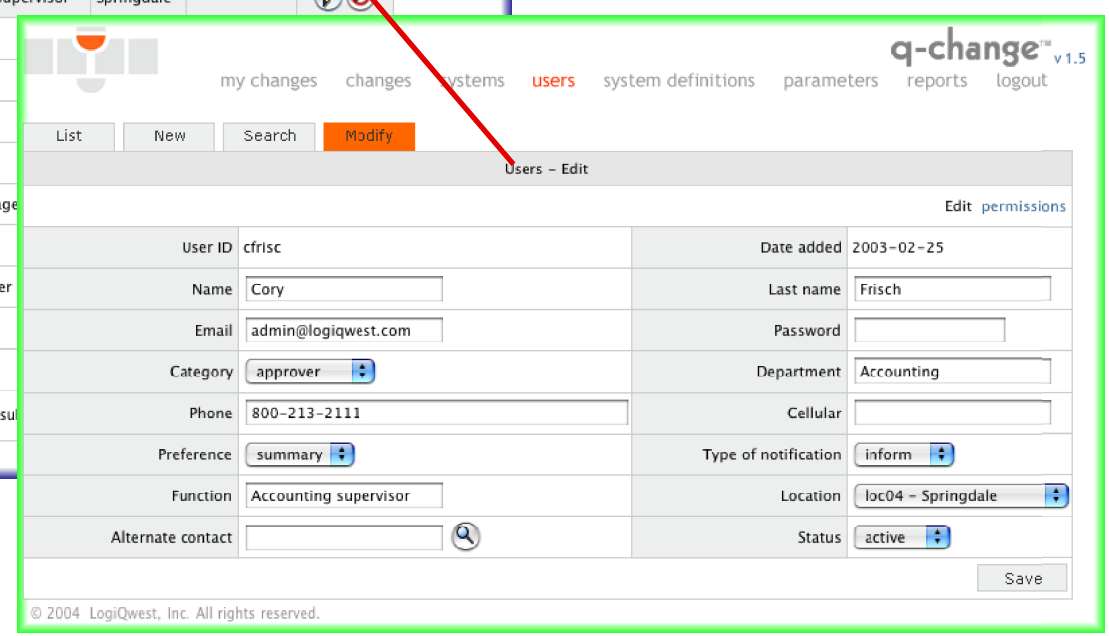
The user screen support:

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





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



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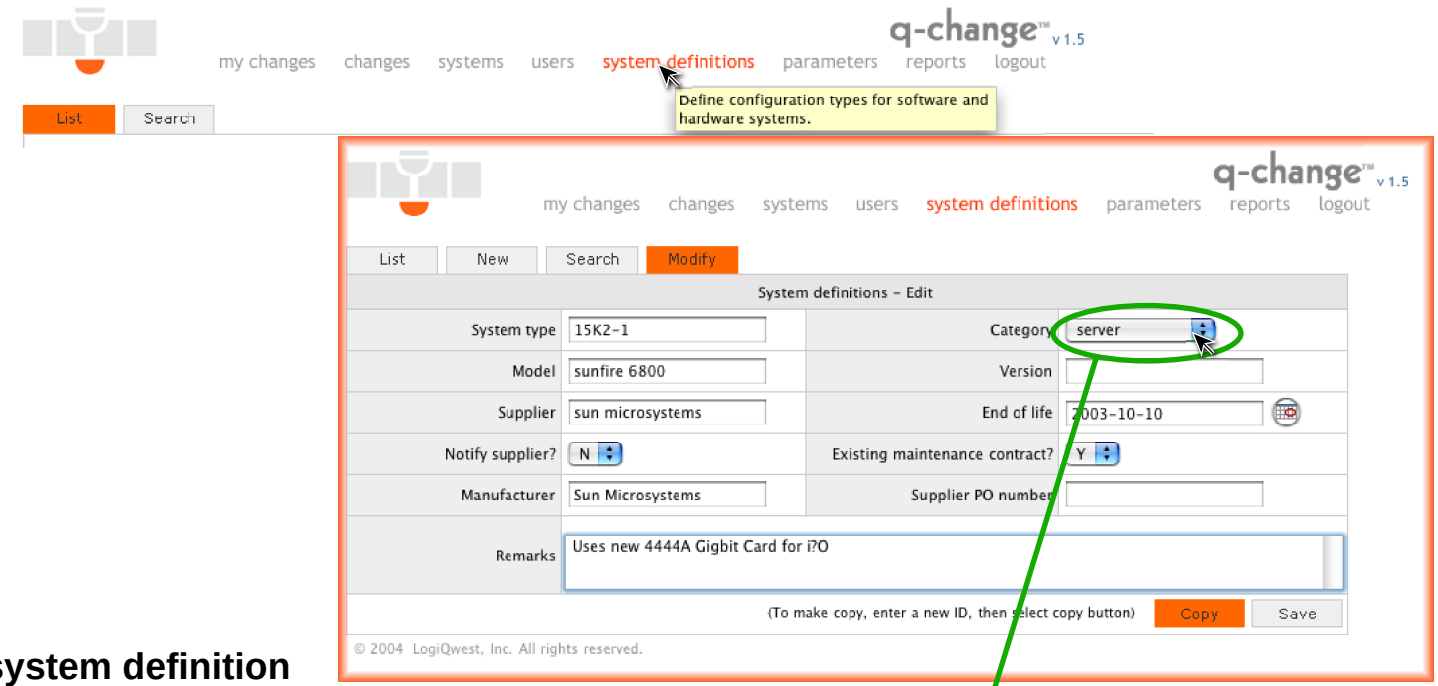
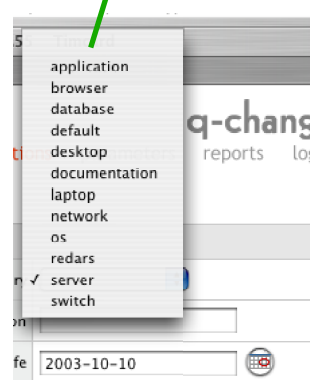


system definition

The system definition screen supports:

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



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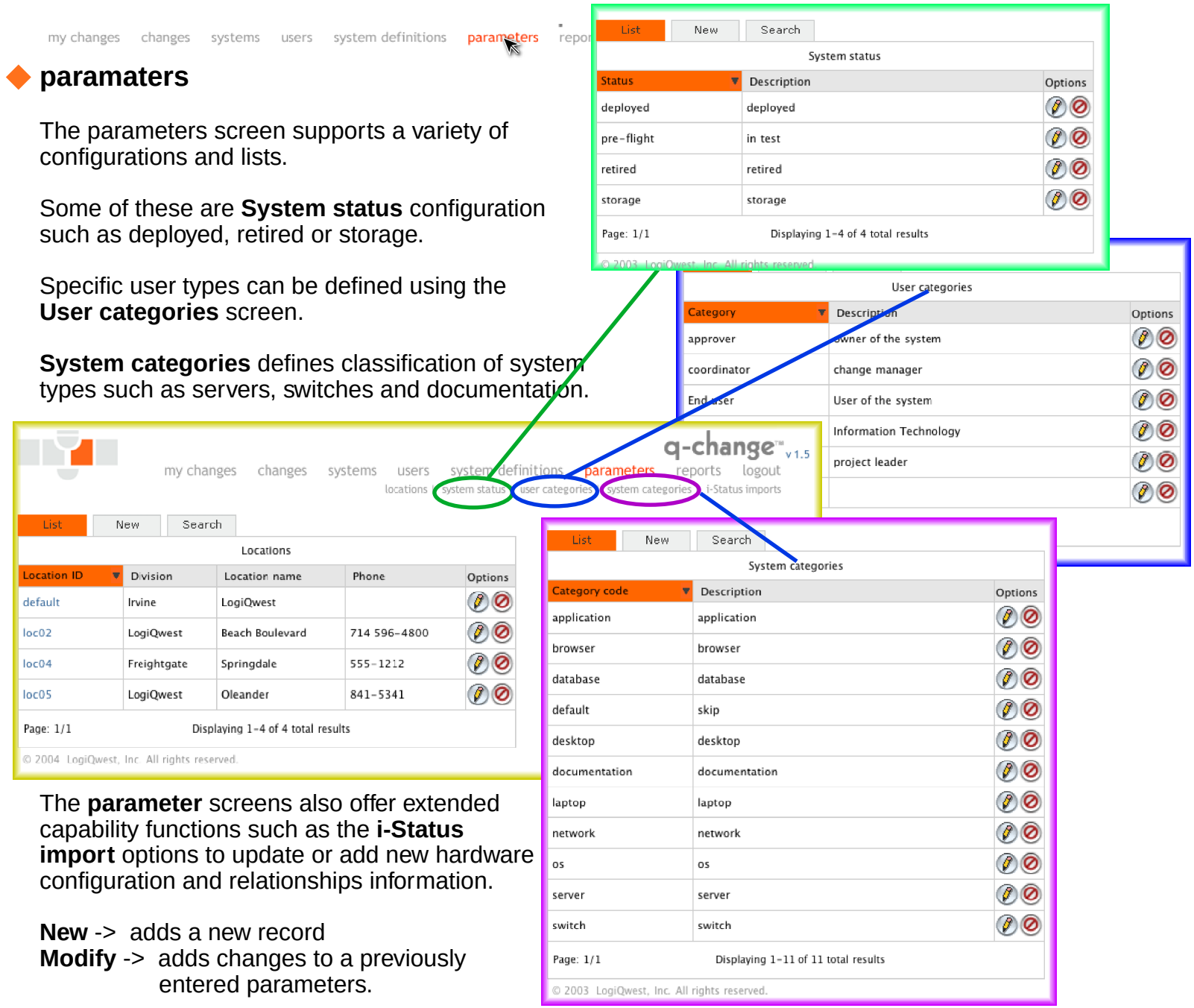
paramaters

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 **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.

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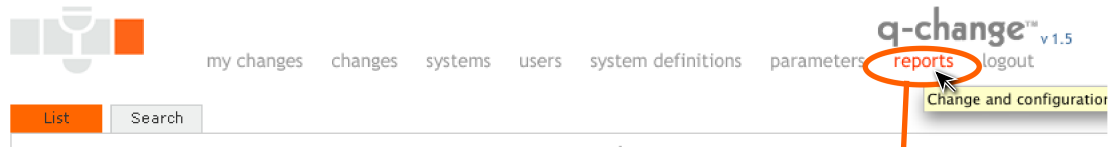
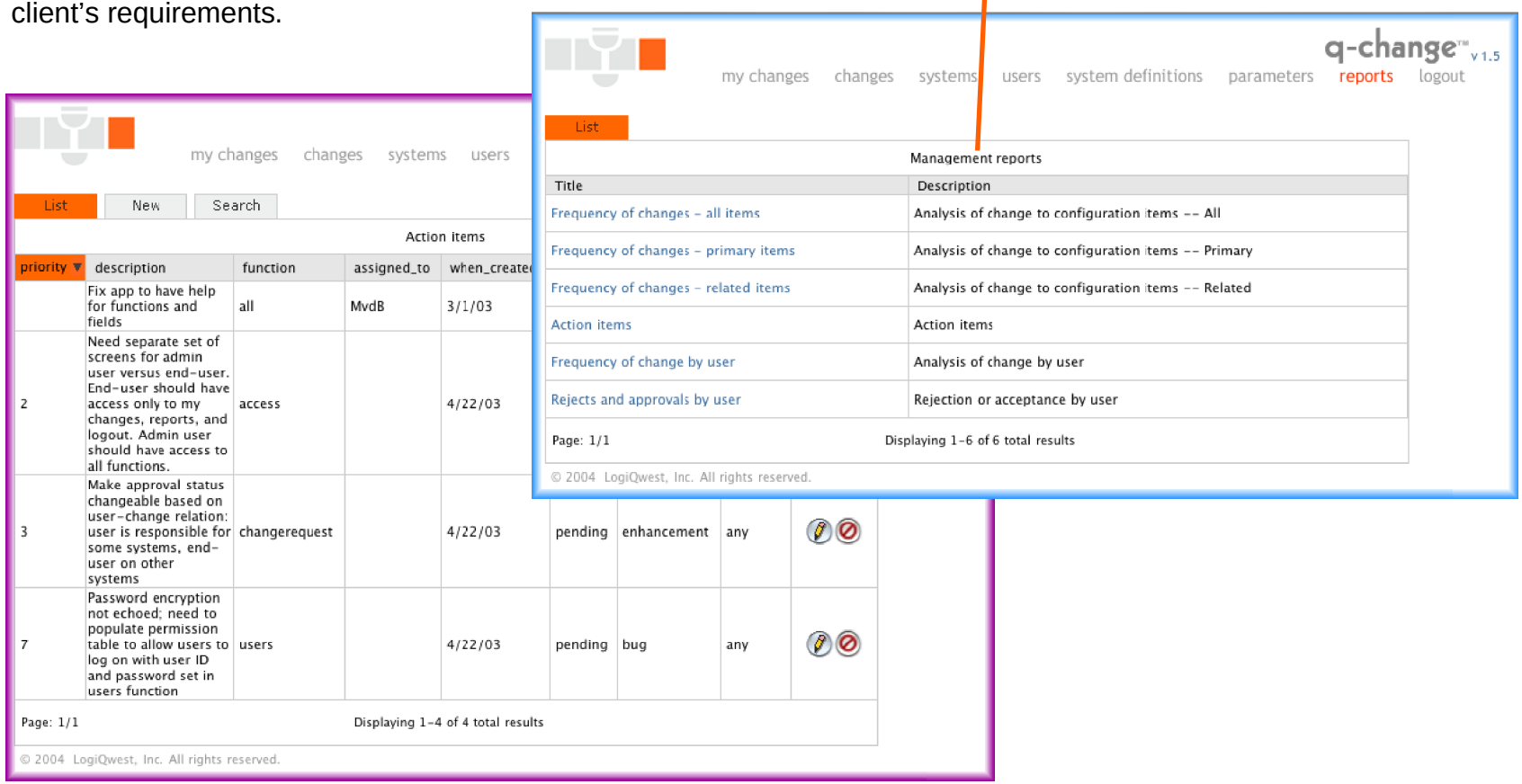
reports



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

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



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