

## Data Center Installation and Removal Work during Technology Services No Change Period

The items below represent the tasks that the Data Center Group can complete that have little to no risk to production systems and services during Technology Services No Change Period.

Note: These apply only to Production Systems. Test and Development Systems in Non-Production Racks are not subject to the Technology Services No Change Period.

Any installation or removal work not appearing on these lists that needs to be completed during the Technology Services No Change Period requires an APPROVE EMERGENCY Change Control Request.

Risk assessment provided item by item.

### Installation Tasks that can be completed during Technology Services No

**Change Period** - Ticket creation and ticket preparation. **No risk.**

- Clarification of any questions with admin(s) regarding install requirements. **No risk.**
- Equipment Location selection. **No risk.**
- Contact Manager entry setup for system and associated services - as long as there are NO conflicts with existing entries for production systems or services and they do not affect production systems and services. **As Contact Manager entries tie in with console services access control – there is a very low risk of an unintentional change where a host console connection could be made unavailable.**
- Acquire cabinet rails and server hardware and identify them and place them near location. **No risk.**
- Ready network cables and prepare labels for network cable(s) - IF network port connection information is known and patch ports are known. Place cables/labels near location. The network cables will NOT be connected to production switches during the No Change Period. **No risk.**
- Prepare console cables and labels and place near install location. **No risk.**
- Console service or KVM configuration (this could be done if there are NO conflicts with existing connections and NO effect on production connections). **Very low risk. As the Console system web interface is a production interface – an unintentional change could affect a console connection.**
- Place installation post-it notes at install location. **No risk.**
- Ready Power cables. Place them near install location. **No risk.**
- Add PAS# to Contact Manager. **No risk.**
- Add power dependency information into Contact Manager (if known already). **No risk.**
- Label system front and back (if available). **No risk.**

Similar tasks applicable to virtual system installations (VMs, Solaris Zones) could be done.

### Removal Tasks that can be completed during Technology Services No Change Period

Note: If equipment to be removed has been powered down prior to a Technology Services No Change Period and the admin is ready for the removal, the tasks listed below can be processed with little to no risk to production systems and services during the Technology Services No Change Period.

- Ticket creation. **No risk.**

- Requested removal of system and service(s) entries in Contact Manager, verifying with service(s) admin(s) that service entries are to be removed. **Very low risk.**
- Removal of KVM/console services configuration setup(s). **Very low risk. As the Console system web interface is a production interface – an unintentional change could affect a console connection.**

Similar tasks listed above applicable to virtual system removals (VMs, Solaris Zones) could be done.

**The following tasks can be completed during a Technology Services No Change Period ONLY IF the rack is EMPTY of Production equipment**

- Rails and server/device installation. **No risk.**
- Rails and server/device removal. **No risk.**
- Network / Console/Power cable installation. NO physical cable connections will be made to Production equipment. **Very low risk.**
- Network/Console/Power cable removal. NO physical cable disconnections will be made to Production equipment. **No risk.**

**Note:** The Data Center Group should try to complete the following work before the Technology Services No Change Period starts to facilitate being able to do some of the follow-on tasks noted above.

- DNS registrations for existing installations.
- Do network port setup(s) in Iris. This will let us identify network ports for network cable labels.
- DNS removals for existing removal requests.
- Reclaiming and disabling of Iris network port(s) and patch cable removals.