

Exception: Restrictive Change Window (RCW)

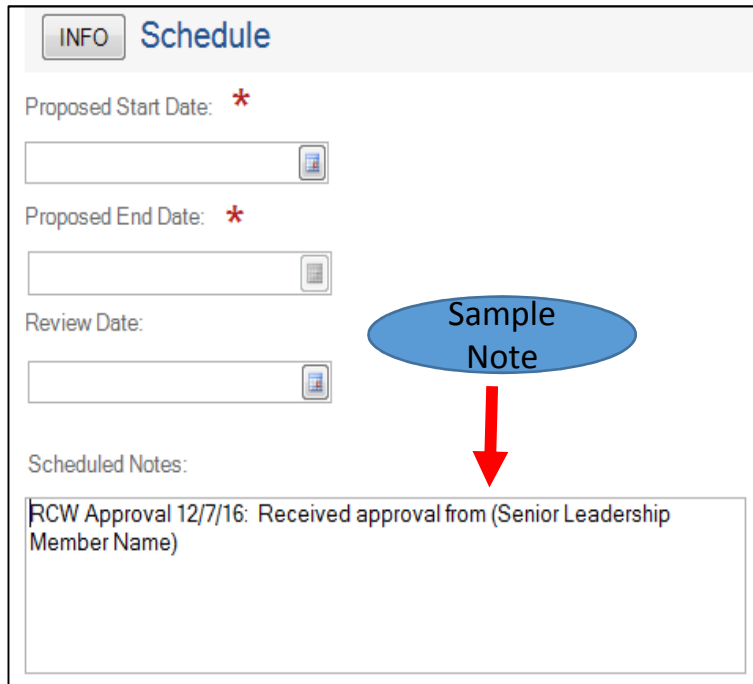
The goal of the RCW is to ensure availability of services during the most critical dates of the academic calendar. As a result, restrictive time frames for specific academic events have been established. During a Restrictive Change Window, **Production** environment service and application changes should not be scheduled. Only make production environment changes that are deemed essential to either the running of or fixing of a problem with a particular service or application.

The UFIT Senior Leadership team and/or their **delegates** are the only ones who can provide **exception approval** of normal changes that take place during the Restrictive Change Window. The process to request an exception should not bypass the established Change Management process for Normal Changes. If in doubt, contact the change manager.

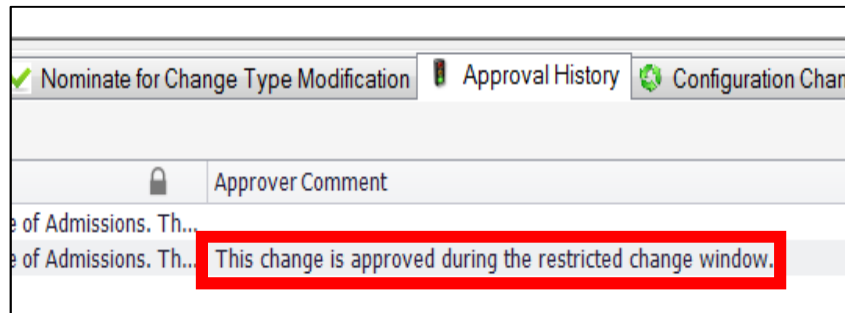
- Non-production environments are considered out of scope, unless the failure of this service, due to a change, will impact a production environment
- Emergency changes to resolve priority 1 & 2 production incidents are excluded. Verbal approval from MIO still required for Emergency changes
- Each UFIT team has designated which standard changes are excluded during a RCW and the team change approver(s) should be consulted prior to submitting a standard change
- RCW calendars are posted on the ITSM website (it.ufl.edu/itsm/communications/restrictive-change-window)

Creating a Change Request During a RCW

- The requestor should work with his/her management team to obtain the necessary written approval. Once approval is obtained it should be notated in the “*Scheduled Notes*” of the myIT Change Request. *Alternatively, the change approver can include the approval details in the change approval email.*



Can the change wait?



All **production** services and applications should follow the RCW change request exception process to ensure system availability during the most critical dates of the academic calendar.

myIT Change Request Form RCW Message

INFO

Schedule

Normal Change Request

Proposed Start Date: *

02/08/2017 12:00 AM

Proposed End Date: *

02/08/2017 02:00 AM

Review Date:

02/22/2017

⚠

Current proposed start date occurs during the UF Restrictive Change Window. Change requires UFIT Senior Leadership or team delegate exception approval. Once approval is obtained it should be notated in the "Scheduled Notes"

Schedule

Public Announcement:

Implementation Notes:

Standard Change Request

Start Date: *

02/08/2017 12:00 AM

End Date: *

02/08/2017 02:00 AM

Planning:

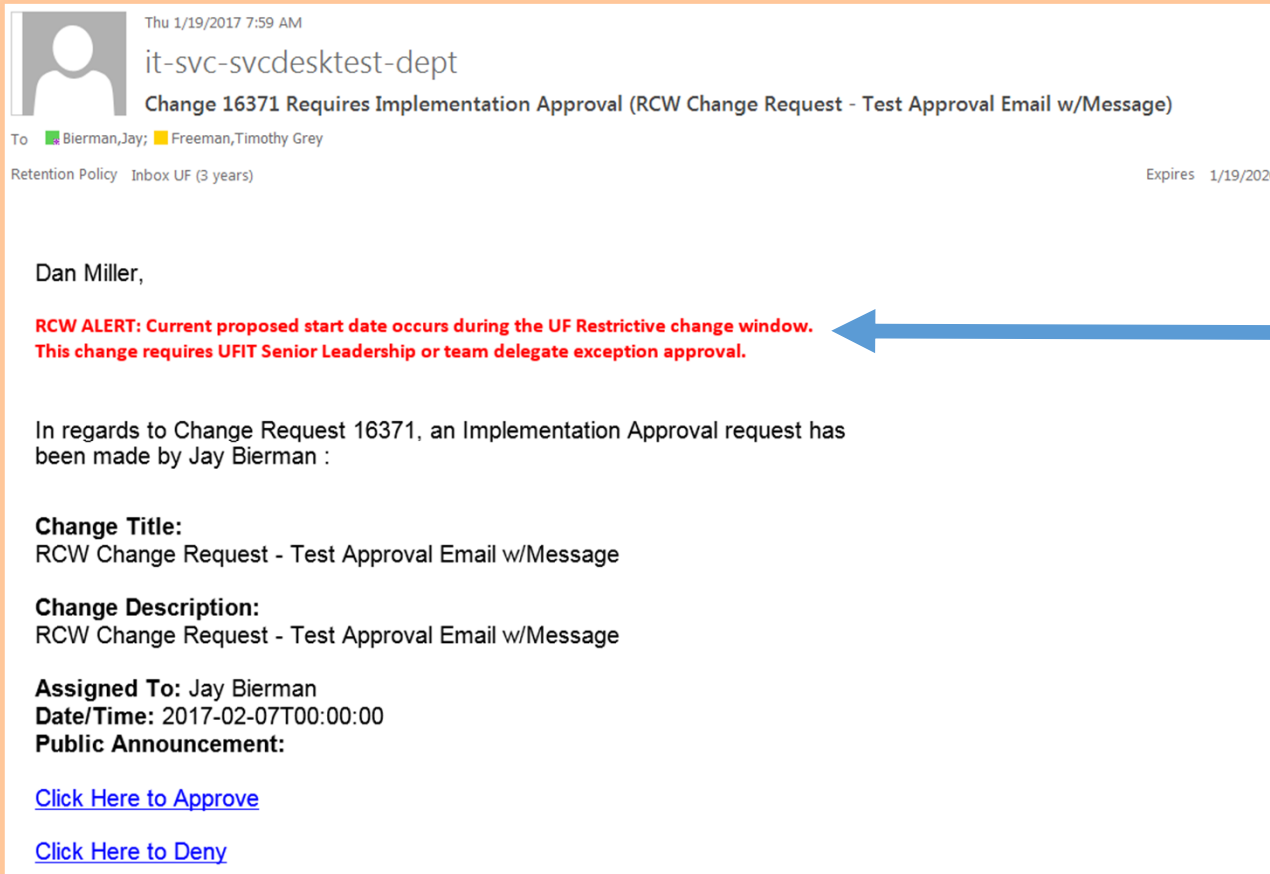
Change Calendar

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Current proposed start date occurs during the UF Restrictive Change Window. Consult with local change approver if standard change is excluded.

myIT Change Request form will now display message when proposed start date selected is during RCW

SAMPLE: myIT Implementation Approval Email – During RCW



Message will display in implementation approval email when proposed start date occurs during a restrictive change window