

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)

Exception Change Requests

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.*

INFO Schedule

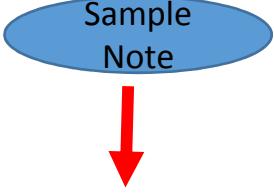
Proposed Start Date: *

Proposed End Date: *

Review Date:

Scheduled Notes:

RCW Approval 12/7/16: Received approval from (Senior Leadership Member Name)



Can the change wait?

Nominate for Change Type Modification  

Approver Comment

This change is approved during the restricted change window.

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.

Exception Change Requests

myIT Change Request Form RCW Message

<input type="button" value="INFO"/>	<input type="button" value="Schedule"/>
<p>Proposed Start Date: *</p> <p>02/08/2017 12:00 AM <input type="button" value=""/></p> <p>Proposed End Date: *</p> <p>02/08/2017 02:00 AM <input type="button" value=""/></p> <p>Review Date:</p> <p>02/22/2017 <input type="button" value=""/></p>	
<p>Normal Change Request</p> <p>⚠ 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"</p>	
<p>Schedule</p> <p>Public Announcement:</p> <p>Implementation Notes:</p> <p>Standard Change Request</p> <p>Start Date: * 02/08/2017 12:00 AM <input type="button" value=""/></p> <p>End Date: * 02/08/2017 02:00 AM <input type="button" value=""/></p> <p>Planning:</p> <p><input type="button" value="Change Calendar"/></p> <p>⚠ Current proposed start date occurs during the UF Restrictive Change Window. Consult with local change approver if standard change is excluded.</p>	

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

SAMPLE: myIT Implementation Approval Email – During RCW

Thu 1/19/2017 7:59 AM
it-svc-svcdesktest-dept
Change 16371 Requires Implementation Approval (RCW Change Request - Test Approval Email w/Message)
To: Bierman,Jay; Freeman,Timothy Grey
Retention Policy: Inbox UF (3 years) Expires: 1/19/2020

Dan Miller,

**RCW ALERT: Current proposed start date occurs during the UF Restrictive change window.
This change requires UFIT Senior Leadership or team delegate exception approval.**

In regards to Change Request 16371, an Implementation Approval request has been made by Jay Bierman :

Change Title:
RCW Change Request - Test Approval Email w/Message

Change Description:
RCW Change Request - Test Approval Email w/Message

Assigned To: Jay Bierman
Date/Time: 2017-02-07T00:00:00
Public Announcement:

[Click Here to Approve](#)

[Click Here to Deny](#)

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