

Change Management

When to use it

To follow when there is anything modifying a production service : to limit unforeseen consequences after modifying these production services.

Production scope

- The [ISC Learn Platform](#)

Process (lightweight)

Preparation

3 weeks (or more) before the targetted date for the change

- Prepare all you can to limit what can go wrong on this change.
- Prepare tests : what validates that the change is done and didn't break anything.
- Estimate the time window needed for the change.

Validation phase

At 2 weeks before

- Pre-check what should be done on D-day with Pierre André :
 - What will be modified
 - How to test it
 - The downtime duration requested

During that week, correct what needs to be corrected after this pre-checking with Pierre André

Communication

1 week before

- Validate that everything is ready to run the change : GO / NOGO from Pierre André
- Send the communication ([planned maintenance template link](#)) either by email to Pierre André and all the people affected by the change / the Teams group (eg: ISC Learn Platform)

1 day before

- Send a notification to remind of the change tomorrow

Implementation

On D-day

- Go on Infomaniak's dashboard > VPS > Hannibal > Snapshot to take a snapshot on the VM **data only** (Hannibal for ISC Learn) : The system snapshot feature at Infomaniak seems broken (repeated failed tests from Hasdrubal)
- **NOTE : the data snapshot takes about 2h30 on Hannibal**
- Send a start notification at the beginning ([Start template link](#))
- Implement the change
- Run tests

If all is fine in the change window

- Send the end of maintenance notification ([End of maintenance template link](#))

If there is an issue in the change window

- Continue debugging until at most 30min before the end of maintenance window
- Either it is solved and you can send the end of maintenance notification ([End of maintenance template link](#))
 - or if the issue is not solved 30 min before the end : send a new notification with the estimated extra delay to fix the issue.
 - if the issue will take way longer than acceptable extra time to fix, then send a incident notification ([Incident start template link](#)) and either try to fix with files from the SSD NAS backup / small desktop NAS backup, or to restore the [Infomaniak data snapshot](#)
 - **Warning : it takes about 1h to restore a data snapshot**
 - Prepare to go on with the [Incident Process](#) in case the snapshot restoration fails to solve the issue.

From:
<https://wiki.isc-vs.ch/> - The ISC wiki

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Last update: **2025/05/28 09:46**

