

Originator _____

Date _____

	<i>Date</i>	<i>Initials</i>	
<i>Analysis</i>	_____	___	Database intervention diagnosed: ticket # _____
	_____	___	Incident recorded with PeopleSoft if necessary: Incident # _____
<i>Authorization</i>	_____	___	Director Applications authorization requested and received via email.
	_____	___	Director Support Services authorization requested and received via email.
	_____	___	VP of Finance/CFO authorization form requested and received.
<i>Clone</i>	_____	___	Database for clone selected: _____ from backup or production .
	_____	___	Ticket assigned to Database Administration (DBA) requesting clone to be made of database and snapshot saved; note backup or production copy.
	_____	___	Clone and snapshot complete; ticket reassigned to Applications Support (AS); passwords given to AS .
<i>Develop Fix</i>	_____	___	Fix identified; necessary data for fix gathered by AS .
	_____	___	Ticket assigned to Applications Programming (AP) to have script developed, applied to clone and verified.
<i>Confirm 1</i>	_____	___	Script developed and applied successfully by AP , ticket reassigned to AS for confirmation of fix.
	_____	___	Results tested successfully on clone by AS .
<i>Apply Snapshot</i>	_____	___	Ticket assigned to DBA to have snapshot and script applied to clone for final test.
	_____	___	Snapshot and script applied successfully to clone, ticket reassigned to AS .
<i>Confirm 2</i>	_____	___	Results tested successfully by AS .
<i>Notify 1</i>	_____	___	Customer notified by AS of production application schedule.
<i>Production</i>	_____	___	Ticket assigned to DBA scheduling application of script to production instance.
	_____	___	Script applied successfully to production instance; ticket reassigned to AS .
	_____	___	Application of script confirmed by AS .
<i>Notify 2</i>	_____	___	Customer notified of production application, request confirmation of fix.
	_____	___	Fix to production verified by customer.