



Change Control Qualifying Exempt List

System Engineering – Database (exempt)	
1.	DBMS file copies from production to non-production environments
2.	Syspool purge and re-format – purge is done over the counter
3.	Database structural changes on development databases
System Engineering – Mainframe (exempt)	
4.	Adding/modifying/deleting remote IP printers per client request
5.	System Managed Storage (SMS) DASD environment (to include everything except **modifying ACS routines (new logic)). **Included on the fast track list.
6.	Netview
System Engineering – Client Server (exempt)	
7.	Administration of installed features is exempt when this administration is known to not cause a disruption of service nor require that the system or service be restarted. Typically this administration is done by editing a configuration file through a GUI front-end (a browser or Windows) or by editing a text file (UNIX and Linux).
8.	Rebooting an ESX server which does not have any guests running on it and where no changes are being made to the hardware or software configuration of the ESX host.
9.	Changes to non-production ERP Financials Development and non-production PHRST and Pensions upgrade development including the Superdome environment. (No Longer valid as of 10/5/09)
10.	Scheduling modifications to test, dev and prod database backups.
11.	This is all done through the virtual infrastructure client and is a built in function of the software. ➤ dynamically increase or decrease memory assignments to virtual machines ➤ create resource pools within a VMware ESX cluster ➤ move virtual machines into and out of resource pools
12.	Additional functionality present in the virtual infrastructure client: ➤ Moving virtual machines between VMware hosts when that moving can be done without powering down the server (VMotion) ➤ Moving virtual machines between storage devices when that moving can be done without powering down the server (Storage VMotion)
Business/Security Office (exempt)	
13.	Changes (adds, deletes, modifications) of user IDs in the First Case System
14.	Changes (adds, deletes, modifications) of user IDs in ACF2, **ACF2 rule sets, metaframe, DTINET and DTIVPN. All actions necessary to build and maintain system accesses through user IDs and system security functional. a. **These changes are limited to single user or user group updates b. **No global changes will be classified as exempt changes.



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15. Daily entries into the financial systems (Billing, DFMS, OMS and Telephone billing).
16. Building door entry system daily monitoring, adjustments, adding and deleting key cards.
17. Security policies that are written, updated, replaced and posted. The changes to actual systems to comply with the updates in policy must adhere to the change control process.
18. Security forms (ISF) that are created, maintained and changed as required.
Operations – Facilities (exempt)
Nothing
Operations – Data Center (exempt)
19. Installing non-network related hardware into racks (rails etc)
20. Changes to co-located servers (DTI doesn't perform changes on these servers) except changes to power, space and connectivity.
21. Taking Ignite backups of HP/UX servers
Applications and PHRST (exempt)
22. Documentation changes being made at the request of the associated user and that do not require programming changes or JCL; e.g., User Guide, Service Desk Support Guide, online TNCI documentation, JOI documentation
23. Content changes to existing non-application web page using a tool and not requiring programming changes
24. Changes to client-owned configuration and rules-based tables, performed or authorized by the client and not requiring programming changes. For PHRST, this would consist of a migration from predefined tables on the Configuration database.
25. Changes to Call Back List or Support/Customer Contact List
26. Changes (transparent) to existing program logic to improve performance; e.g., <ul style="list-style-type: none"> ○ Change FIND on multiple fields to a FIND on a key (which is a concatenation of fields...such as a superdescriptor in NATURAL) ○ Swapping READ / FIND to process field records more efficiently ○ Simplifying READ / FIND by adding ACCEPT / REJECT statements
27. Deleting a job(s) from the production system which requires a job delete and job entry form.
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Telecommunications (exempt)	
28. Daily administration of highly available services that may be taken up and down without any impact. This task include:	<ul style="list-style-type: none">○ Exchange (e.g. mailbox creation, rights etc.)○ Proxy (e.g. content filter updates etc. (automated every other day)).○ SMTP (new exploit)○ DNS○ Firewall Rules (tickets will be created for emergency situations)○ Switch Ports (new vlans, servers, configuration switches)○ Routing changes
29. Daily administration includes moves, adds and modifications.	
30. Anti-virus updates – auto updates and changes necessary to mitigate virus spread	
31. Weekly Saturday maintenance window 0300 - 0600 to apply Microsoft Critical Updates to the Domain Controller's	
32. Any vulnerability “safe scans” performed with unprivileged access (no host based or network based firewall exceptions; aka regular user level access). These scans are restricted to the following items and schedule:	<ul style="list-style-type: none">• SE/SA and Telecom unprivileged Internet – Mondays 0800 to 1200• DTI User segment – First and third Wednesdays 0800 to 1100• Telecom DMZ/Intranet – First and third Mondays 0800 to 1630
Telecom – Voice Group Only	
33. Daily/Routine moves/adds/change/deletes	
34. Regular station work	
35. Station administration	
36. Desktop work	