Seamless Access Change Management Instructions

- RfC Template for ticket rises in SUNET JIRA
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- Announce maintenance in Status.io

RfC Template for ticket rises in SUNET JIRA

Each RfC is JIRA ticket raised in SUNET JIRA with following attributes:

- **Project:** SeamlessAccess(SA)
- **Issue Type:** Change
- **Summary:** Change Type [Software / Infrastructure / Standard], and summary of the change
- **Description:**
  - Describe in more detail what the change is about.
  - Summary of the change.
  - Suggest time frame for the Change to be implemented. Define T1 and T2.
  - Describe which customers the change is affecting and whether it is potentially disruptive.
- **Priority:** Highest for emergency/security changes, Medium for software and infrastructure changes, Lowest for standard changes
- **Schedule:** Define schedule for release to beta and production environment

Message for the slack channel

**Release to demo/beta site**

Hi all! We are planning to deploy new releases of thiss.js and thiss.mdq software to the This Demo site (use.thiss.io). New releases contain fixes for:

Have a look at [https://status.seamlessaccess.org/](https://status.seamlessaccess.org/) maintenance announcement for more info.

Please take this opportunity to test the new software release with your deployments, as we are planning for production deployment relatively soon. Please let us know if you find any issue or you have questions about the new release.

Information about planned release to production service is soon to follow.

Announce maintenance in Status.io

1. Login to status.io
2. Make sure you are on status.seamlessaccess.org account
3. Choose “Maintenance” no the menu on left hand side and then click on “New Maintenance

![Status.io Maintenance](image)

4. From the templates, choose the one for maintenance for demo or for production.
6. Change the version numbers of the software - if release is only front end (thiss-js) or back end (thiss-mdq) then keep only these parts.

7. Set the planned start and end UTC time! For normal changes (i.e. release of new software version) maintenance window should be 1.5h. Otherwise consult with SUNET operations team.

8. Set sending notification to 1h before the start

9. Set affected infrastructure - If there is new release of thiss-js then affected is service-production. If there is new release for thiss-mdq then affected is metadata - production.

10. Set automation to ON. This will automatically start end maintenance depending on the planned window.
13.
14. Click on Schedule Maintenance and check if it appears on status.seamlessacess.org