

FREEZE REQUEST INFORMATION SHEET

OTECH 403 (REV. 09/2014)



The following data is needed in order to analyze potential conflict and impact to the various components which make up your application environment. Please fill out as much as possible. If you need assistance completing this form, please contact your OTech customer representative (<http://www.otech.ca.gov/Customers/default.asp>). **Freeze request must be completed at least 60 days in advance of potential dates.** OTech will make every attempt to accommodate your request. In some cases, conflicts may exist and your requested dates may need to be altered. For reference, click on the following link to view OTech's Preventive Maintenance Schedules: (http://www.dts.ca.gov/CustomerGuide/Preventative_Maintenance_Windows_Schedule.asp).

Customer: Check this box if OTech Maintenance (detailed in the Preventative Maintenance Windows Schedule) is approved to take place during the requested freeze dates.

| Customer Information | |
|----------------------|--|
| Department | Department Name |
| Contact | Project or Technical Contact Name |
| Phone | Project or Technical Contact Phone # |
| Email | Project or Technical Contact Email Address |

| Technology Agency Representative | |
|----------------------------------|----------------------------------|
| Name | AMB OR PMB Contact Name |
| Phone | AMB or PMB Contact Phone Number |
| Email | AMB or PMB Contact Email Address |

| Reason for Freeze (highlight business case) – Provide a brief narrative describing business reasons for requesting the Freeze. |
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| |

| Applications Affected – List of customer applications affected by this Freeze request. |
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| |

| Freeze Dates/Times (Use 24hr clock, i.e., 23:00 = 11:00 pm) | | | |
|---|------------|-------|------|
| | Date | Start | Stop |
| From: | MM/DD/YYYY | Time | Time |
| To: | MM/DD/YYYY | Time | Time |

Areas Affected by Freeze
(respond Y or N next to affected areas)

| Open Systems/Midrange | | |
|------------------------------|----------------------|--|
| Service Area | | Comments |
| Y/N | Linux | Name of platform-specific resources here |
| Y/N | Solaris | Name of platform-specific resources here |
| Y/N | AIX | Name of platform-specific resources here |
| Y/N | Windows | Name of platform-specific resources here |
| Y/N | Storage-Open Systems | Name of platform-specific resources here |
| Y/N | Storage-Backup | Name of platform-specific resources here |
| Y/N | Oracle Server | Name of platform-specific resources here |
| Y/N | SQL Server | Name of platform-specific resources here |
| Y/N | DB2 Midrange Server | Name of platform-specific resources here |
| Y/N | Web Services | Name of platform-specific resources here |

| Mainframe | | |
|---------------------|-------------------|--|
| Service Area | | Comments |
| Y/N | Mainframe | Name of specific z/OS server(s)/LPAR(S) |
| Y/N | ADABAS | Name of specific ADABAS region(s) |
| Y/N | DB2 | Name of specific DB2 region(s) |
| Y/N | IDMS | Name of specific IDMS region(s) |
| Y/N | CICS | Name of specific CICS region(s) |
| Y/N | Mainframe Product | Name of any z/OS-specific utilities, tools, support products |
| Y/N | Storage-Mainframe | Name of specific Storage needs |

| Network | | |
|---------------------|---|--|
| Service Area | | Comments |
| Y/N | HQ/IT Site Connectivity | If yes, provide detail on reference to Customer HQ/IT site connectivity to/from CSGNet and/or CGEN. Site information should be listed, if available, or attached in a separate document. |
| Y/N | Remote User Site Connectivity | If yes, provide detail on remote office connectivity to/from any OTech facility, and specific remote office site information should be listed, if available, or note "All Remote Sites". |
| Y/N | Access to Internet | If yes, provide detail on Internet connectivity access to OTech-hosted applications/systems by the public and/or customer access to the Internet during the Freeze period. |
| Y/N | Access to Mainframe | If yes, provide detail on connectivity access to one or more OTech z/OS systems/LPARs, as noted above. |
| Y/N | Access to Server Environment | If yes, provide detail on the OTech-managed Windows, AIX, Solaris or Linux servers, as noted above (i.e., server names, etc.). |
| Y/N | Access to TMS (Tenant Managed Services) Basic Environment | If yes, provide detail on servers in the OTech Tenant Managed Services area, and list specific racks/cabinets. |
| Y/N | CA Mail | If yes, provide detail on the impacted areas of OTech's CA.Mail system, including OWA, SMTP Relay, BES, Exchange, Rightfax. Any/all needed resources should be noted. |

Notes – General notes on areas not covered above OR more details on items listed above.