

FREEZE REQUEST INFORMATION SHEET



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.

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

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.