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# CHANGE MANAGEMENT GUIDE

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FluidOne

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# 1. Introduction

## 1.1. Purpose of Document

The purpose of this document is to provide the details of the Change Management process operated by FluidOne; this is applicable to any network that FluidOne has management responsibility.

FluidOne recognises that in certain circumstances the Customer, or associated third party, may wish to make changes to the network directly. In order to maintain the integrity of the network, and to maintain compliance with the relevant Standards, FluidOne requires that this Change Management Guide is adhered to for any changes to the Managed Network undertaken by FluidOne, its Customer, or any third party engaged by either FluidOne or its Customer.

The Change Management Guide has mandatory applicability to any Managed Network, except where the Service Contract details a different or modified change management process.

The document is part of the Process Library used by FluidOne to manage and improve the effective service delivery of its products and solutions.

## 1.2. Effective Date

This Change Management Guide will come into force and effect on 1st October 2014.

## 1.3. Process Owner and Review

The Change Management Guide is owned by the FluidOne Technical Director, and any suggestions for amendments or improvements should be so addressed. The process will be reviewed upon significant changes in the development of the service, but at minimum every eighteen months.

Any changes in this document shall be approved by the FluidOne Technical Director before coming into effect.

## 2. Concepts and Terminology

In this document, the following terms shall have the defined meanings:

Business Day	A weekday (Monday to Friday), which is not a public holiday in England.
Change Impact Assessment	An assessment of the change risk, and the likely impact on the Customer's service.
Change Window	The period within which the proposed change will be implemented. At the end of the period, the network must be fully signed off and operational, either with the proposed change, or without it.
Fall-back / Contingency Plan	A plan made to rollback changes, or make modifications, to restore a stable network configuration, if problems are encountered with the implementation of a Change.
Customer	The entity that engages FluidOne by means of a Service Contract to manage the Managed Network.
Managed Network	A collection of interconnected network equipment that FluidOne has accountability to support and maintain for a Customer.
Standard Change	A change that presents low risk of unintended consequences and is straightforward to analyse and implement – see Appendix A.
NMS	Network Management System utilised by FluidOne to monitor and management Customer networks.
Request for Change (RFC)	A request by the Customer or FluidOne to make a change to any network element or any interconnection between network elements of a Managed Network.
Service Contract	The contract between FluidOne and the Customer, under which FluidOne provides management of the Managed Network.
Standards	ISO 27000, ISO 9001, and any other standards governing FluidOne, which apply to the Service Contract or FluidOne company standards.
Emergency Change	Standard Changes that require implementation in expedited timescales.



## 3. Change Types

### 3.1. Standard Changes

#### 3.1.1. Standard Change Overview

A change that presents low risk of unintended consequences and is straightforward to analyse and implement by an engineer with the required expertise.

If a Standard Change (see Appendix A) is required, the Customer should complete 'Part A' of the Change Request Form and submit to [ChangeManagement@fluidone.com](mailto:ChangeManagement@fluidone.com). At the discretion of the Duty Manager, an email will suffice for single switch port amendments.

The Change Management mailbox is monitored, between the hours of 07:00-19:00hrs, on Business Days only.

FluidOne will endeavour to complete Standard Changes, between the hours of 07:00-19:00hrs, on Business Days only.

#### 3.1.2. Standard Change Timescales

The target time for the implementation of a Standard Change is two Business Days. This time is from the point when an RFC form has been reviewed and logged with all relevant information and authorisation included and not when it has been received. The time ends at the point of Change implementation and communication thereof to the Customer. Any time awaiting information, action or approval, from the Customer or third party, will not contribute to the above target time.

### 3.2. Non-Standard Changes

#### 3.2.1. Non-Standard Change Overview

A Non-Standard Change implies a higher level of complexity, requiring risk assessment and planning, or if the Change is required outside of the implementation hours of 07:00-19:00hrs, on Business Days only.

Non-Standard Changes will require engineering resource to assess and implement. The Customer should therefore submit Non-Standard Change requests to their FluidOne Account Manager. The Customer agrees to the cost of carrying out this change control, by signing the order provided by their Account Manager.

#### 3.2.2. Non-Standard Change Timescales

Non-Standard Changes may vary considerably in their (potential) impact on the existing configuration of the network. Accordingly, the time for assessment and implementation will vary. Non-Standard Changes are likely to require separate approval of the financial costs for the planning and implementation of the change; this is dependent on the provisions of the Service Contract.

The target time for the assessment of a Non-standard Change will be five Business Days. This time includes the reference to the Account Manager and, where necessary, the separate financial approval of the change. This time is from the point when an RFC form is received, with all relevant information and authorisation included. The time ends with the sign-off of the assessment & planning phase.



The definition of the implementation timescales will be made as part of the assessment & planning process. The target time from the assessment & planning phase to start of the implementation phase will be ten Business Days.

Any time awaiting information, action, or approval, from the Customer or third party, will not contribute to the above target times.

### 3.3. Emergency Changes

#### 3.3.1. Emergency Change Overview

Business priorities may drive a Customer to request changes that require implementation, bypassing the normal timescales for implementation and risk assessment. Whilst FluidOne will cooperate to the extent that it reasonably can, both parties need to understand its implications. An emergency change should be requested by exception only.

If a Customer requires an Emergency Change, this request must come from a management level senior to the normal point of contact and must be agreed by the corresponding management level at FluidOne. Emergency Changes are not within the contractual scope of the service, so will result in additional charges to the Customer; these charges will require email acceptance, by the Customer, prior to any acceptance and implementation by FluidOne.

It is incumbent on both FluidOne and the Customer to respect the key elements and spirit of this Change Management Guide, whilst attempting to expedite the implementation of the Change. The accelerated process will inevitably involve additional risks that might not be identifiable. Emergency Changes will not be peer reviewed due the urgency of such requests. FluidOne will draw the Customer's attention to risks that it is aware of, however Customer's instruction to proceed with an Emergency Change is an acknowledgement of these risks. If any such risk is realised and causes detrimental effect to network functionality, the Customer accepts responsibility of the risks, including any additional costs to implement corrective action.

Emergency Changes will only be considered if they meet the criteria for a Standard Change and are required within the hours of 07:00-19:00hrs, on Business Days only. Any requests outside of these criteria should be addressed to the Customer's FluidOne Account Managers, so suitable resource allocated, and any financial costs advised.

If an Emergency Change (see Appendix A) is required, the Customer should complete 'Part A' of the Change Request Form and submit to [ChangeManagement@fluidone.com](mailto:ChangeManagement@fluidone.com). This email should be followed up with a Call, to the NOC Service Desk, advising of the requirement.

#### 3.3.2. Emergency Change Timescales

Emergency Changes are those requiring implementation in reduced timescales, compared with those stated for Standard and Non-Standard Changes. FluidOne will acknowledge and endeavour to meet the Customer's expressed timescales and priorities when processing such changes. It should be noted that this is dependent on available resource and prioritisation of Incidents.



## 3.4. Incident Management Changes

### 3.4.1. Incident Management Change Overview

Where a Change is required as part of Incident management, an RFC ticket will be raised by FluidOne that will be associated to the existing Incident ticket. Due to the expedited need for change, to restore normal service, there will be associated risks and a possible need to circumvent the standard authorisation channels.

### 3.4.2. Incident Management Change Timescales

Due to nature of Incident related Changes, it is not possible to provide timescales. These types of Changes are undertaken as required, during investigating the issue.

## 3.5. Customer Implemented Changes including 'Simple Changes to the Device Configuration' service option

In the event of a Customer implemented change, on a device managed by FluidOne, it is the Customer's obligation to inform FluidOne Change Management ([ChangeManagement@fluidone.com](mailto:ChangeManagement@fluidone.com)), in advance of implementation. FluidOne will record the change details in an RFC ticket and notify the Customer of the reference. The Customer should then inform FluidOne Change Management of the outcome – successful, unsuccessful or cancelled. The FluidOne RFC ticket will be updated, to reflect the outcome of the change, and closed.

If a change results in a loss of network connectivity, or other complications arise, the Customer will take ownership of restoring the device/network back to its original state. Any requirement for FluidOne to assist with restoration of service will be treated as non-standard and is likely to incur costs, which will be recharged to Customer.

## 3.6. Security Review

When a change is raised, FluidOne will endeavour to check the requested change does not compromise baseline network security practises and subject the network / customer to unnecessary risk.



## 4. Appendix A. Standard Changes

A Standard Change is defined as one of the following:

Ref.	Change Type (maximum of 5 devices will be accepted per change) except, where applicable a Bulk Change can be made for Meraki devices across a network and where appropriate * See below table for detail referencing Meraki Bulk Changes.	Device
1	Open Firewall Ports	Firewall
2	Additional rules and NAT statements	Firewall
3	Traffic inspection e.g. removal of ESMTP or SIP from inspection to alleviate issues with phones or email	Firewall
4	VPN PCF creation	Firewall
5	VPN Tunnel changes	Firewall/Router
6	Access list addition/removal/change	Firewall/Router
7	Configure DHCP Scope	Router
8	Advertise Route - BGP/EIGRP/OSPF	Router
9	ADSL mode changes	Router
10	Active to standby change (HSRP Priority)	Router
11	Routing metric adjustment to change primary/secondary or divert traffic	Router
12	CBAC (software firewall on router). Additional traffic type for inspection	Router
13	Add IP helper	Router
14	Policy based routing	Router
15	Configure Netflow	Router
16	NBAR/Top 10 talkers	Router
17	Route-Map addition/amendments	Router
18	SSH keys/adds/renewals	Router
19	Port forwarding	Router
20	Clock changes/correction	Router/Switch
21	Telnet/SSH access	Router/Switch
22	Configure Static Route	Router/Switch/Firewall
23	Bandwidth statements on interfaces	Router/Switch/Firewall
24	Port Settings: VLANs, duplex and speed	Router/Switch/Firewall
25	New VLANs	Router/Switch/Firewall
26	Configure NTP/TACACS	Router/Switch/Firewall
27	Interface IP changes	Router/Switch/Firewall





28	SPAN Port Configuration	Switch
29	Spanning tree priority	Switch
30	Port Channels	Switch
31	Create trunks	Switch
32	New SSID	WLC
33	WPA key changes	WLC
34	ACL – Policy Update (single entry)	Cisco ISE
35	Add user (single entry)	Cisco ISE
36	Delete User (single entry)	Cisco ISE
37	Add list of users (received in correct format)	Cisco ISE
38	Reset ISE user password (single entry)	Cisco ISE
39	Change existing user account (single entry)	Cisco ISE
40	Existing policy change (single entry)	Cisco ISE
41	Configure traffic shaping rules for SSIDs on Wireless (SSID must be defined in the Boundless template)	Meraki Router
42	Block IPs and ports for SSIDs on Wireless (IP and port blocking can be done but not other sec toggles)	Meraki Router
43	Configure wireless settings for SSID on access points	Meraki Router
44	Assign/edit VLAN setting on ports (Partial - Switches only by profile)	Meraki Switch
45	Add/edit new VLAN to MX devices (if customer wants the same VLAN/subnet deployed across multiple MX's)	Meraki MX
46	Configure traffic shaping rules	Meraki MX
47	Configure SD-WAN and traffic shaping policies (Partial - SDWAN cannot set uplink selection)	Meraki MX
48	Configure URL blocking on MX	Meraki MX
49	Configure category filtering on MX	Meraki MX
50	Add and remove licences	Cisco Umbrella
51	Assign and remove users	Cisco Umbrella
52	Add, amend, delete policies	Cisco Umbrella
53	Add a Virtual Appliance* See below table	Cisco Umbrella

### Meraki Bulk Changes

- Unfortunately, not all customers may benefit from the bulk changes available against a Meraki network, due to network complexities and non-standard site set-ups.
- Bulk changes under the Standard Changes offering can only be offered and applied to standard site configurations. Any changes submitted will require FluidOne Change Management to review to assess if the requested change is appropriate. If it is not possible to process the RFC via the Standard Changes,



the customer will be advised via Change Management and the change will need to follow the Non-Standard Change Control process.

#### Cisco Umbrella

- \*Non-Standard Changes may include projects such as adding a Virtual Appliance and may be chargeable depending on their complexity and the time required. All changes are enacted within normal office hours.

## 5. Appendix B. Simple Changes to the Device Configuration

The following list are the changes which the customer can make if they have been approved for the service under Co-Management. Please refer to the FluidOne Managed WAN In-Life Service Definition V2 onwards for an explanation of this service.

Ref.	Change Type	Device
1	Security policies, L3 ACL's or L7 - Adding/Editing/Deleting	Firewall/Router
2	VPN - Adding/Editing/Deleting User accounts to an existing dial in VPN System	Firewall/Router
3	VLANs – Add/Edit a VLAN	Firewall/Router
4	VLANs – Edit VLAN per port	Firewall/Router
5	IP Addressing – Add/delete a static route	Firewall/Router
6	Change lease time for device based DHCP server	Firewall/Router
7	Add customer nameserver for DNS	Firewall/Router
8	Change password for Wireless WPA2 PSK	Firewall/Router
9	Edit SD WAN traffic shaping rules	Firewall/Router
10	Threat Protection – Add allow list of file to Malware Protection	Firewall/Router
11	Content Filtering – Add URLs to blocked or allow list	Firewall/Router

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