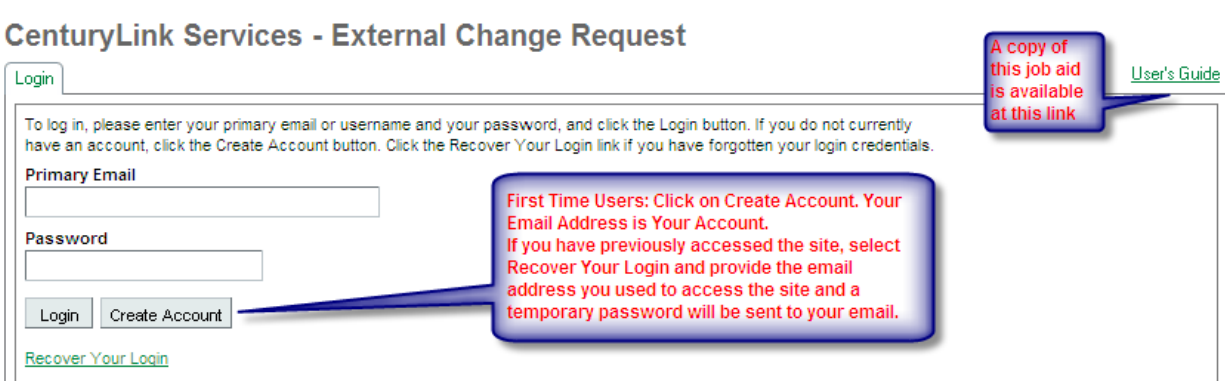![CenturyLink]

Creating a Network Maintenance-Related Change Request (CR)
For CenturyLink (Embarq & CenturyTel Footprint Only)
Internet Accessible Website for Approved Vendors Only
(Replaces Access Care WebRES)
Effective June 7, 2012

The purpose of this job aid is to provide instructions for approved external vendors of CenturyLink (Embarq & CenturyTel network footprint only) to generate Change Requests for Approval of any activity that impacts the Network, typically worked during the maintenance window (midnight to 5 am local time), including power upgrades and all network impacting activity. *This site is accessible via the Internet and is limited to vendors with authorization to perform work on CenturyLink premises by contract.*

The introduction of the Remedy Change Management (CR) system to Internet access allows CenturyLink to de-commission the previous Embarq footprint system, Access Care WebRES (Request for Event Scheduling). *Please discontinue use of the Access Care WebRES process / system ASAP in favor of the site described in this document. Any change request scheduled after June 30 must be created using the new website.*

Contact for questions: andrea.gassman@centurylink.com
573-659-0167 or 573-230-7331

Step	Action
1	**Access link at www.centurylinkservices.net/changemgmt**
2	**This screen will appear....**

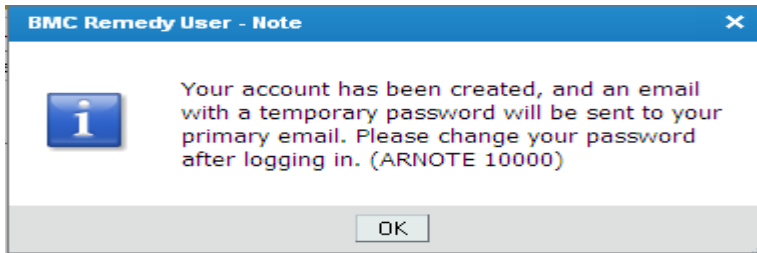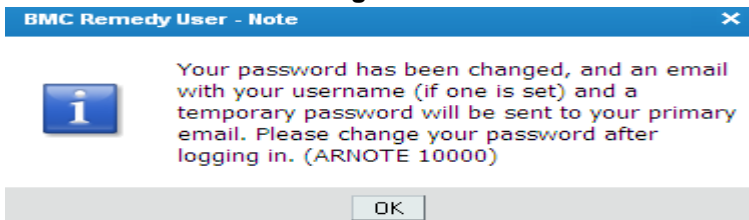|	
3	**If you selected 'Create An Account' this screen will appear:** **CenturyLink Services - External Change Request** reate Account Please enter your first name, last name, and primary email for your External Change Request account, and click the Submit button. Your initial password will be sent to your primary email. **First Name** **Last Name** First Name Last Name **Primary Email** **Confirm Primary Email** Your Email Address Your Email Address Again Fill In the Form Fields & Click Submit Submit Cancel
4	**This popup will appear and then go to your email to locate your temporary password and a link to sign on to the system or go back to the www.centurylinkservices.net/changemgmt to sign in** **BMC Remedy User - Note** ✕ ℹ Your account has been created, and an email with a temporary password will be sent to your primary email. Please change your password after logging in. (ARNOTE 10000) OK
5	**If you want to change your password, you can do so on the site, or anytime you access the site you can select this icon and an email will be sent to the email account you've previously used with a temporary password.** **CenturyLink Services - External Change Request** ecover Login Please enter the primary email for your Outage Subscription account in both fields, and click the Submit button. Your username (if one is set) and a temporary password will be sent to you. **Primary Email** **Confirm Primary Email** andrea.gassman@centurylink.com andrea.gassman@centurylink.com Submit ncel **You will receive this message:** **BMC Remedy User - Note** ✕ ℹ Your password has been changed, and an email with your username (if one is set) and a temporary password will be sent to your primary email. Please change your password after logging in. (ARNOTE 10000) OK

And then within a minute or two, this type of email:

Date: Today

donotreply@centurylinkse... CenturyLink External Change Request Subscription

CenturyLink External Change Request Subscription – Message (HTML)

File   Edit   View   Insert   Format   Tools   Actions   Help   Livelink

Reply | Reply to All | Forward

From: donotreply@centurylinkservices.net
To: Gassman, Andrea A
Cc:
Subject: CenturyLink External Change Request Subscription

CenturyLink™

Your temporary password for the CenturyLink External Change Request application is provided below. Please change it after logging in. If you did not initiate this change or are unable to log in, please contact CenturyLink Network Operations to report the error.

Username: andrea.gassman@centurylink.com
Password: 2MT4ZTZR

Thank you,

CenturyLink Network Operations

http://www.centurylinkservices.net/events

| 6 | **Use the temporary password to access the site.** |

CenturyLink Services – External Change Request

ogin

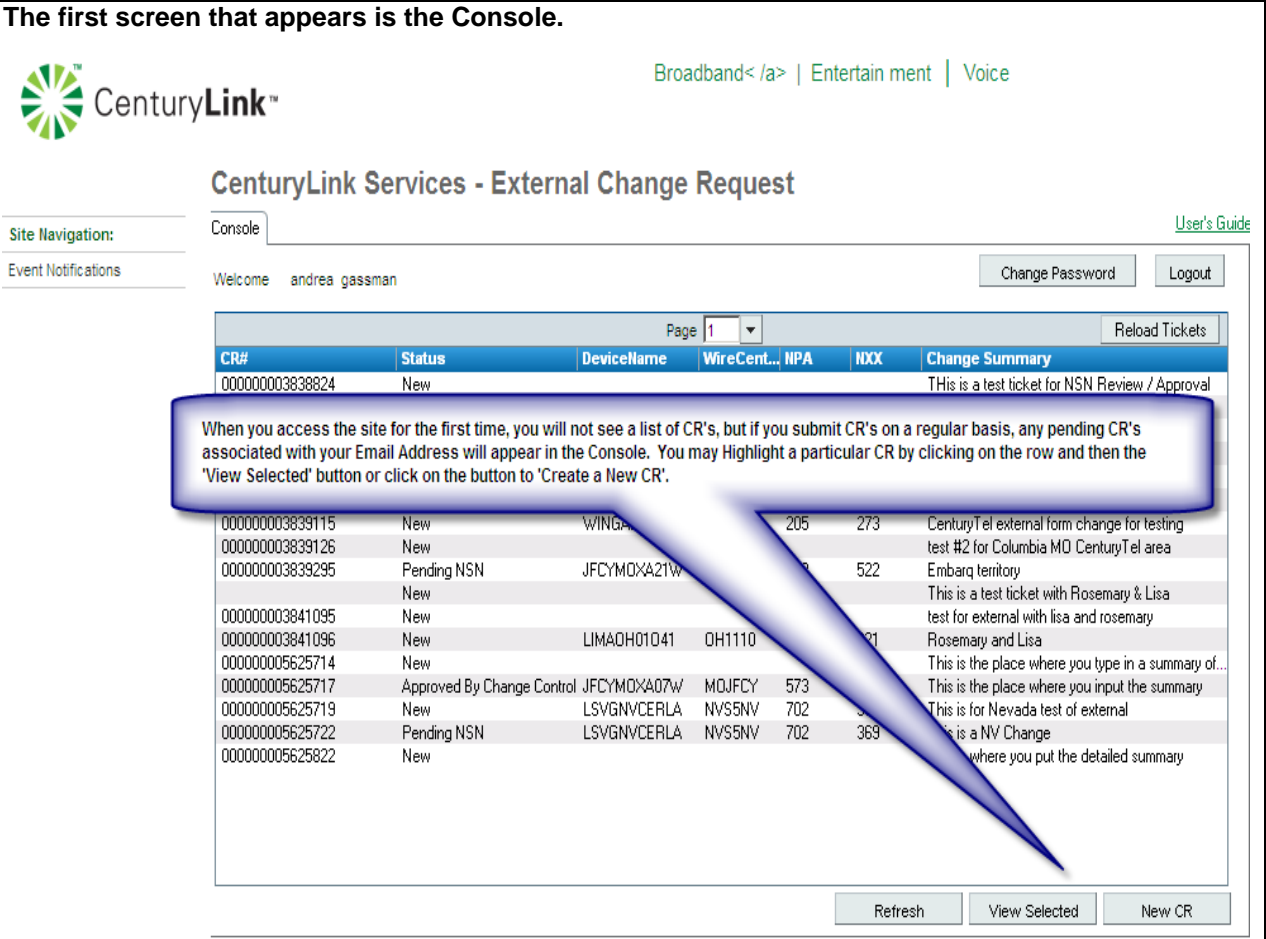To log in, please enter your primary email or username and your password, and click the Login button. If y have an account, click the Create Account button. Click the Recover Your Login link if you have forgotten

Primary Email
andrea.gassman@centurylink.com

Password
••••••••

Login   Create Account

Copy and paste the temporary password and click Login.

7	**The first screen that appears is the Console.**

8	**If you select 'New CR', this screen will appear**

9	Select the Element Id <u>closest to your work location</u> (not all sites may be listed given Engineering/Telcordia restrictions (EQ) and only CO's are listed for CenturyTel. If your site is not available, pick the closest site and provide specific details in a later step.

Current mode: Modify

🔍 New search | Advanced search

CenturyLink - External Change Request

Change Request: 000000005626114

Urgency/Severity

Impacted Services

Add | Delete

Service

Element ID: hldn
- HLDNMO03041 (MO/H)
- HLDNMOAAO41 (MO/H)
- HLDNMOABRL0 (MO/H) entral office to
- HLDNMOACRL0 (MO/H) quest in Holder
- HLDNMOADH00 (MO/H)
- HLDNMOADRL0 (MO/H)
- HLDNMOAEH00 (MO/H)
- HLDNMOAERL0 (MO/H)
- HLDNMOAFRL0 (MO/H)
- HLDNMOAGO31 (MO/H)

This screen will appear, begin typing in the CLLI code of the site you are requesting to perform work. This is the exact same set of CLLI's that were in Access Care for EQ sites (minus those out of territory) and for CenturyTel area, the Central Office location site CLLIs. Select the one that is closest to your work location and identify any differences in the Description field at a later step.

Customer Impact

Customer Count

Risk Level

Service Impact

DS3 Count

Risk Explanation

Change Type

Change Reason

Approval Status: Pending

Prism Affected? ○ Yes ⊙ No

Once you click on the element id from the drop down list, the rest of the location information will auto-populate.

Element ID: HLDNMOXA00W

Site Address: 109 E 2ND ST

NPA: 816

Region: SOUTHERN

Change

Upgradin
Region F

The Site Address, NPA, NXX, WIre Center, Region, State and City will autopopulate.

NXX +: 732

State: MO

Wire Center: MOHLDN

City: HOLDEN

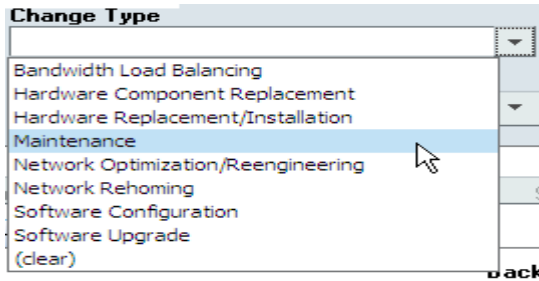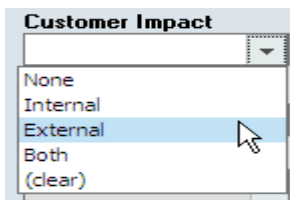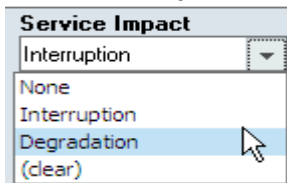| 10	Begin working your way down the rest of the form. If the Field Label is in bold, then it is required.
	This field is to assist with scheduling.
	Urgency/Severity
	Critical / High / Low / Medium / (clear)
	You must select 'Impacted Service'. Be sure to click on the Add button and include all services.
	Change Request: 000000005626115
	Urgency/Severity
	Impacted Services
	Add Delete
	Service
	Element ID: 911, ALL, ATM, BATTERY/POWER UPGRADE, CLEC DATA, CLEC VOICE, CORE OPTICAL NETWORK, DARK FIBER, DSL, ETHERNET, FRAME RELAY, HIGH PRIORITY IXC CUSTOMER, HOSTED SERVICES, INTERNET, LAW ENFORCEMENT SUPPORT, LONG DISTANCE, MNS, MPLS, NETOPS, NMA, NNET, NSM, SMART IP (SIP), SS7, TEST NOTIFICATION, TOLL ISOLATION, TRANSPORT, VIDEO EQUIPMENT, VIDEO MDU, VIDEO PRISM, VOICE, VOIP
	Risk Assessment
	Details Scheduling Hid
	Business Justification: tes
	The 'Change Description' is crucial for you to spell out EXACTLY what you are doing. If you have a formal MOP, then you can upload the attachment at a later step. If you have a different CLLI than the one you entered in Element ID, enter it here. If you are working on Transport equipment, then you must provide IP Address, Port information or other identifying details here or your CR will be rejected for more information.
	Change
	Change Description

In the 'Change Type' field, please select Maintenance if your change does not seem to fit another category.

Change Type

Bandwidth Load Balancing
Hardware Component Replacement
Hardware Replacement/Installation
Maintenance
Network Optimization/Reengineering
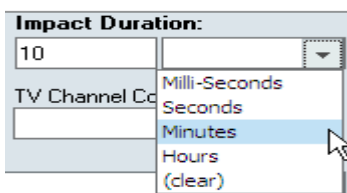Network Rehoming
Software Configuration
Software Upgrade
(clear)

If your activity will cause an outage for Customers, then please select 'External'. If you do not expect to cause an outage select 'None'.
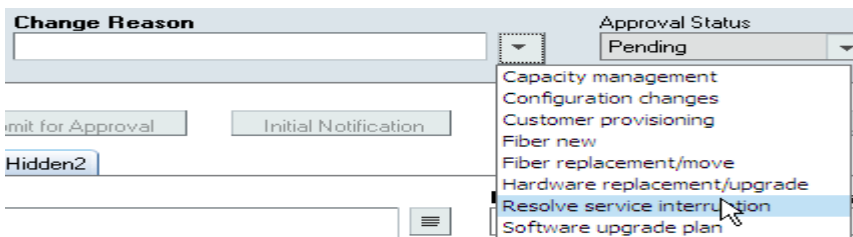
Customer Impact

None
Internal
External
Both
(clear)

In 'Service Impact' field please confirm type of impact to customer service:

Service Impact
Interruption

None
Interruption
Degradation
(clear)
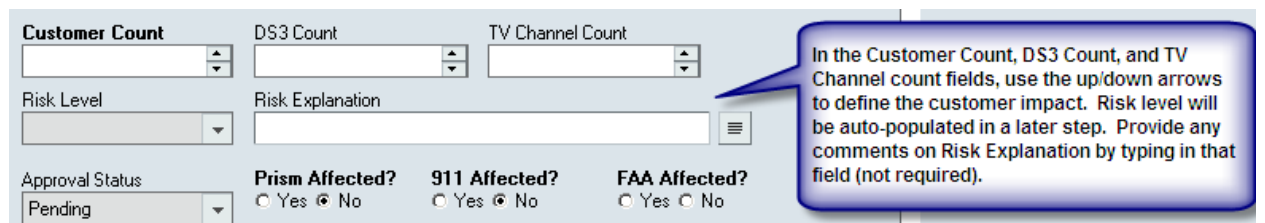
In 'Impact Duration', type in the number associated with the drop down box time interval selection:

Impact Duration:
10

TV Channel Co

Milli-Seconds
Seconds
Minutes
Hours
(clear)

In 'Change Reason' select the most appropriate trigger for the activity:

Change Reason   Approval Status
                                                 Pending

mit for Approval   Initial Notification

Hidden2

Capacity management
Configuration changes
Customer provisioning
Fiber new
Fiber replacement/move
Hardware replacement/upgrade
Resolve service interruption
Software upgrade plan

Populate these fields according to impact:
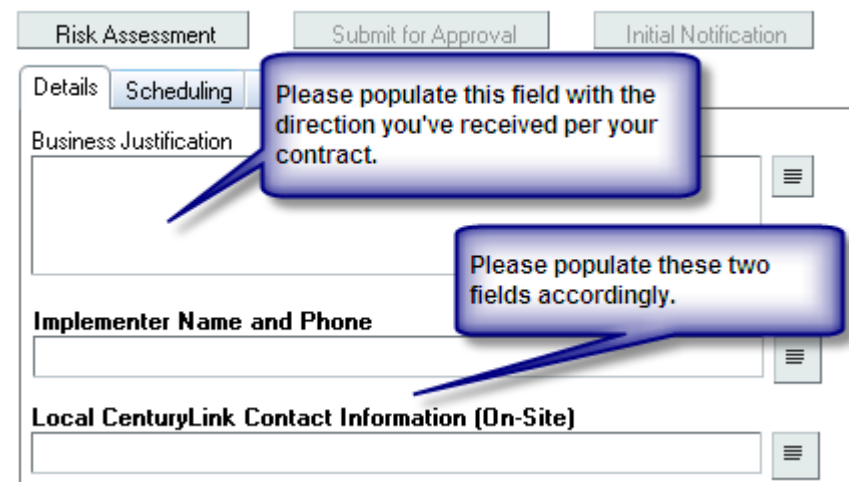
In the Customer Count, DS3 Count, and TV Channel count fields, use the up/down arrows to define the customer impact. Risk level will be auto-populated in a later step. Provide any comments on Risk Explanation by typing in that field (not required).

Special Note about 911 Impacts: **We request that you populate 911 Affected as YES if more than 500 VOICE customers will experience an Out of Service Condition of any length. This triggers an email about the change to be sent to 911 Administrators to communicate to local PSAP's and other Law Enforcement personnel.**

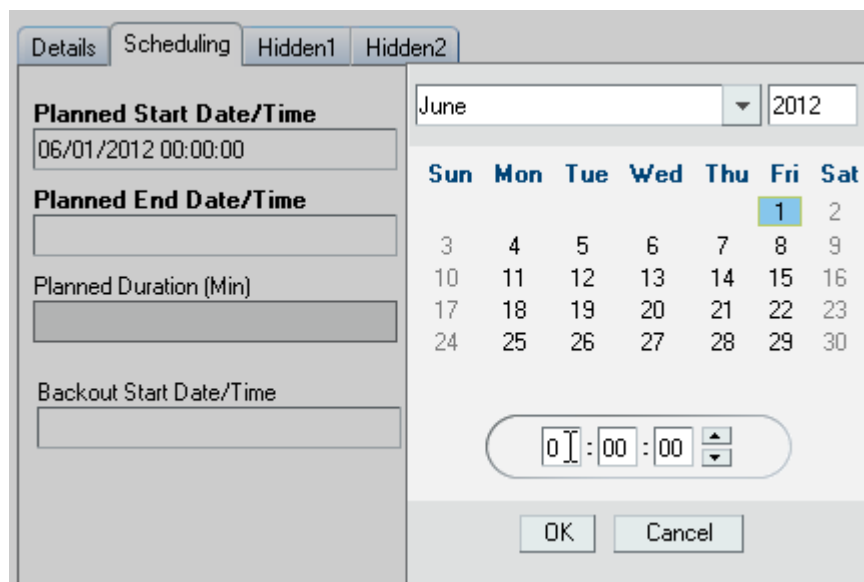|	
11	The bottom section of the CR (you will probably need to scroll down) in the Details Tab requires additional information about why you are requesting the change and who will be performing the work as well as the CenturyLink contact who authorized the work. *Note: Nokia Siemens Networks (NSN NOC) personnel who are creating a CR as a result of emergency activity to resolve or prevent an outage condition, please identify that as a reason in Business Justification field and the CO Technician you are working with on site.*

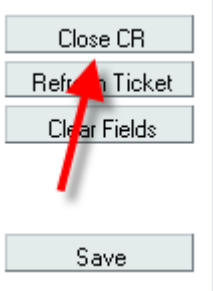|	
	The fields below are required and drop down choices are intuitive. For Type of Support from NOC Required, this is a critical question to support Approval and Scheduling. **ALL CR's that impact the Network require the implementer of the change to contact the appropriate NOC before they start work so the NOC can log your activity, so if you do not need the NOC to perform work or there are no alarms, then select that option.** At the end of the job aid a list of the contact numbers for CenturyLink NOC's is provided for your use.
12	There is a Scheduling Tab that is required. Please use the calendar icon next to each field to populate Date & Time. All times are LOCAL for the site where work will be performed. All TIMES are MILITARY. All work not scheduled in the standard maintenance window – midnight to 5 am local time must have written email approval by the local area General Manager.

	Have a MOP or other relevant information that would help with approval? Click on the Add Attachment button to save yourself from having to email it to the NOC. Add Attachment View Attachments **The other fields on this tab are grayed out at submission, but you are requested to come back and populate these fields when you are done with the Change and ready to close it out.**
13	**Now you're ready for the FINAL Step before Submission which is populating the 'Risk Assessment'. Click on the button on the left hand middle section below Impacted Services:** Risk Assessment **The questions that appear on this tab are based on previous selections. Be sure to answer all of the questions and hit Submit.** CenturyLink - External Change Request - Question 1 Answer Will the device need to be rebooted? Question 2 Answer Will the changes result in a visual change in usability or access of the service? Question 3 Answer Will customers experience an interruption in service greater than 10 seconds? Question 4 Answer Test Question **Change Type:** Maintenance Submit Cancel
14	**Now you are ready to 'Submit For Approval' if you have filled in all the required fields. If you've missed a requirement field, you will continue to receive error messages until you do.** Submit for Approval **If you receive this message, great job! Now you can wait for emails that indicate approve or request for more information in the form of a rejection notice. More details on the next page!** BMC Remedy User - Note ✕ i Your CR has been successfully submitted for approval. (ARNOTE 10000) OK

15	Now you can hit the 'Close CR' button in the upper left hand corner of the screen to go back to the Console.
	And you will be back to the Console where you can LogOut or work with other CR's you've submitted.
16	**APPROVED EMAIL EXAMPLE:** Here's an example of an email you will receive if your CR is approved. Please note that your email will not appear in the Submitter details and the link will not work for you. The email will be copied to the local Central Office Area Plant Supervisor and Area Operations Manager for their visibility (EQ areas for certain impacted services) and NSN NOC for approval (EQ Areas only) or for approval of local management and Change Control team (CenturyTel areas).
	From: Remedy [donotreply@centurylinkservices.net] Sent: Thu 5/24/2012 4:37 PM To: CR17285 - Remedy Beta Test Cc: Subject: Remedy Change Mgmt: CR#3840396 is submitted for approval. http://vremedy-dev.nnet:8080/arsys/servlet/ViewFormServlet?form=CenturyLink%3aTicket&server=vremedy&eid=000000003840396 A new Change Request is submitted for approval. The details are below. CR#: 3840396 Submitter: anonymous Change Title: test tkt 5/24 Status: Pending NSN Planned Start Date/Time: 05/29/2012 12:01:00 AM CST/CDT Planned End Date/Time: 05/31/2012 05:01:00 AM CST/CDT
17	**REQUEST FOR MORE INFORMATION / REJECTION:** There may be situations where your CR will be rejected due to scheduling conflicts or because we need more information. Here's an example of that type of email. Note – go back to www.centurylinkservices.net to re-submit your CR with the new information as the link provided will only work for internal CenturyLink users.
	From: Remedy [donotreply@centurylinkservices.net] Sent: Thu 5/24/2012 4:05 PM To: CR17285 - Remedy Beta Test Cc: Subject: Remedy Change Mgmt: CR#3840396 rejected by approvers Your Change Request, 3840396, has been rejected and is not permitted for production implementation. Please make appropriate changes to request, resubmit the new change request for approval and start the process again. CR#: 3840396 Rejection Reason: this cr needs a mop attached to it. Submitter: Distributed Server – elizabeth.antos@nsn.com Change Title: test tkt 5/24 Status: New Planned Start Date/Time: 05/29/2012 12:01:00 AM CST/CDT Planned End Date/Time: 05/31/2012 05:01:00 AM CST/CDT View CR: http://vremedy-dev.nnet:8080/arsys/servlet/ViewFormServlet?server=vremedy&form=CenturyLink:Ticket&qual='Full%20Ticket%20Number'=%2200000000003840396%22

18	**NIGHT OF THE CHANGE:**

You MUST call the NOC that supports the footprint or services you are working on to at least check in to assure a call out for Open Door Alarms is not dispatched. The NOC team member will instruct you on any special requirements to stay on the line with them while you are making changes or call back for validation of alarms before you finish and leave the premise.

Type of Support / NOC Name	Network Supported	Contact Information (All NOC's are 24 x 7)	Work Group Name
ATM, Frame, Ethernet Issues	EQ & CenturyTel Footprint	800-603-8044, option 1 800-658-9033	Ethernet & DSL Network Reliability Center (NRC)
DSLAM Issues	EQ & CenturyTel Footprint	800-603-8044, option 3 800-658-9033, option 3	Ethernet & DSL Network Reliability Center (NRC)
IP Core Issues	EQ & CenturyTel Footprint	888-296-6656, option 4	Monroe LA Network Support Center (NSC)
TDM Support (Voice Surveillance)	CenturyTel Footprint	888-296-6656, option 1	Monroe LA Network Support Center (NSC)
TDM Support (Switch, Transport, 911, SS7)	EQ Footprint	800-669-1245	Nokia Siemens Network (NSN) NOC Contact Information
Wholesale SONET issues ONLY for Lightcore (does not include IP Services)	EQ & CenturyTel Footprint	800-604-6688	Maryland Heights MO NRC
CPE, VOIP, MIPT, PBX	EQ Footprint	800-546-9986 opt 4	Advanced Technical Assistance Center (ATAC)
Video NOC	EQ & CenturyTel Footprint	800 920-0659	Video NOC: Columbia MO

19	

WHEN THE WORK IS DONE!

We Request that you sign back into the CR when your work is done to go to the Scheduling Tab and complete the fields below.

Actual Start Date/Time
06/01/2012 01:00:00

Actual End Date/Time
06/01/2012 01:15:00

Actual Duration (Min)

Add Attachment | View Attachments

Change Result
Failure

Failure Code

Change Result Explanation

Populate these fields and then select SAVE before you close the CR. Thank you!!

Close CR

Once you've populated these fields then click on