Change Manager – Queue Management

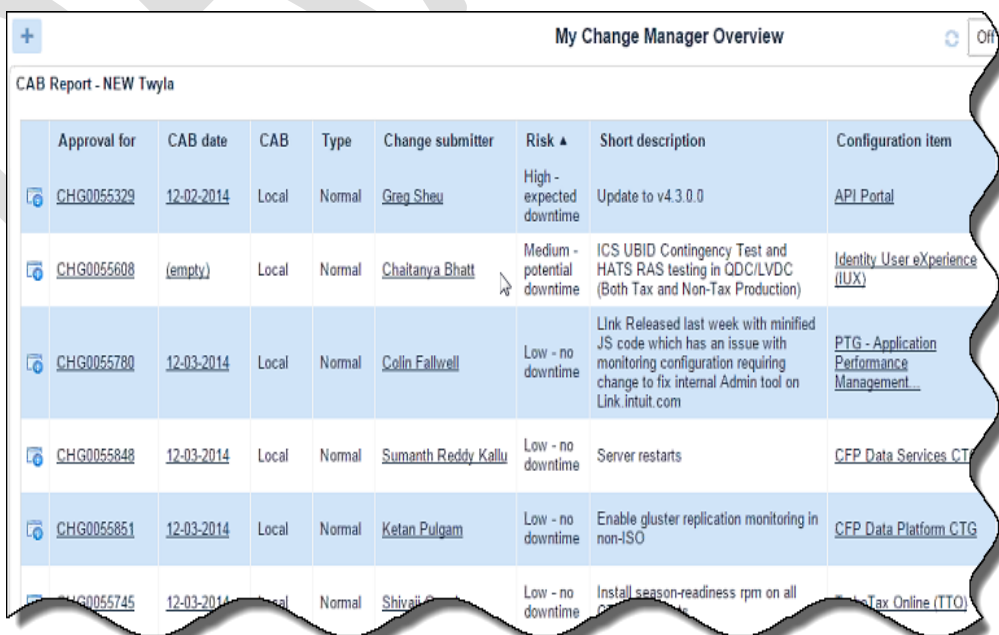|	
Contents:	This topic covers the procedure to review the daily Change Management Request Queues and to run individual daily Change Request reports for CTO, CTG, and ProTax.
Responsibility:	• The Change Manager only.
What You Need:	• Access to Service Now Change Requests
Applications Used:	• ServiceNow - https://intuit.service-now.com/ • Microsoft Excel
Uses:	Any Change Request that has been approved completely and is ready for review will come into this queue regardless of which business unit requested the change. Initially the CAB date will be empty and needs to be added.
Procedure:	To review impacts and approvals:

1. Open Service Now and view the My Change Manager Overview screen.

2. Review the list for any Change Requests that have a blank CAB date [shows as (empty)].

3. Open the Change Request and review it for all needed information. Verify that all approvals have been completed.

4. If all approvals have been completed (it should show that the approval state is either Approved or No Longer Required), on the Schedules tab of the Change Request, enter the date of the next regularly scheduled CAB meeting.

5. Click Update to save your work and update the Change Request.

Running the Daily Reports:

The workflow in Service Now separates it into three reports; CTG, CTO, and Pro-Tax.

1. From the left navigation pane in Service Now, open the specific BU's report you need prior to each day's CAB meeting.
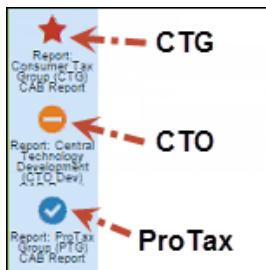
2. Click the appropriate link (CTG, CTO, or ProTax) to generate each report.

3. Once you see the Report screen, right-click on Number in the Change Requests section of the screen.

    Note: These reports are pre-configured so you don't need to change the filters.

4. Select Export>Excel.

5. Click Download after the report is exported.

6. Save the Excel spreadsheet to your hard drive.

7. Open the Excel spreadsheet.

Number	Traffic Move Recommend	Short description	Configuration item	Hosting segmen	Planned start date	Planned end date
CHG0053787	FALSE	Modify Verisign gre tunnel configuration on both our QDC bdr routers, br3 and br4, and in LVDC bdr routers, br1 and br2.	br3-fw1-qcy		2014/11/18 08:00:59	2014/11/18 17:00:59
CHG0053962	FALSE	CTG ISOLATION Performance - QYDC E\LVDC B ICS-Identity Systems RAS Testing - 11/18	Identity User eXperience (IUX)		2014/11/18 09:00:00	2014/11/18 17:00:00
CHG0053417	FALSE	Apply RedHat hot fixes in Gluster to fix geo-replication issue	CFP Data Platform CTG		2014/11/18 10:00:00	2014/11/18 13:00:00
CHG0053769	FALSE	Local carrier ATT needs to do intrusive testing	br3-fw1-qcy		2014/11/18 12:00:00	2014/11/18 18:00:00
CHG0053416	FALSE	Node process monitoring through epagent for jumpstart	SnapTax		2014/11/18 13:35:49	2014/11/18 14:35:49
CHG0053994	FALSE	CFP SP Prod - Override Config Changes in Isolation Zone for Emulator for Load test on 11/19	CFP Service Platform CTG		2014/11/18 14:00:20	2014/11/18 16:00:20
CHG0053965	FALSE	Check It acquisition VPN modification. Adding network to encryption domain.	fw1-pae-qcy-active	QDC-PAE	2014/11/18 17:00:00	2014/11/18 18:00:00
CHG0053953	FALSE	UnboundID Tax PRD Update Extensions	UnboundID		2014/11/18 17:00:00	2014/11/18 18:00:00

8. Remove any unused fields such as Risk, State, BUs, and Approval, and clean it up so that it is easy to read.

9. Sort it by Planned Start Date order and apply any formatting that will help you to be able to easily read it.

10. Select the spreadsheet contents and copy them into memory (CTRL+C).

11. Open the Word document for the previous day's CAB Minutes.

12. Insert today's Excel document into it, replacing the previous day's information (CTRL+V).

13. Change the date at the top of the report to reflect today's date.

CAB Meeting Minutes- 12/2/2014

CAB Core Group Member	In Attendance
Change Management CM Team	YES
CTG Biz Ops (Suresh Panchal)	YES
CTG Biz Ops Engineers (Scott Zoellner, Jay Valavan)	YES
Service Delivery (Damon Jamora, David Milne)	YES
Service Ops Manager (Ryan Sheahan)	NO
PD Leaders – Various	Mondays Only - Separate Roll Call List

CAB approval does not substitute ServiceNow tool approvals, please be diligent in making sure your request is fully approved before work starts.

Daily CAB Report - CTG

Number	CAB date	Opened by	Short description	Risk	Planned start date	Planned end date	Category	Configuration item
CHG0055618 Approved	12/2/2014	Gopinath Shankar	GetData deployment for W2 import and prior year PDF widget	Low - no downtime	12/3/14 2:00 PM	12/3/14 3:00 PM	Application	GetData
CHG0055309 Approved	12/2/2014	Billy Kneuper	Production deployment of QuadF for upcoming CTG December Performance Testing in Production	Low - no downtime	12/4/14 12:00 PM	12/4/14 1:00 PM	Application	Free File Fillable Forms Service (FFFF)
CHG0055607 Approved – CFP requests	12/2/2014	Sai Vaibhav Sachdeva	QDC-E Gluster 2.1.4 patch/hotfix	Low - no downtime	12/5/14 9:00 AM	12/5/14 6:00 PM	Application	CFP Data Platform CTG

14. Indicate which items are approved by documenting that in the Number field along with any other pertinent details.

Number	CAB date
CHG0055618 Approved	12/2/2014
CHG0055309 Approved	12/2/2014
CHG0055607 Approved – CFP requests traffic move from QDC-E	12/2/2014

15. At the end of the meeting, send the report in an email to the appropriate distribution list.

   o CTG - Send this report to the *CTG Application Operations* distribution list.

   o ProTax - Send this report to the *PTG CAB* distribution list.

   o CTO - Send this report to the *CTO-Dev Cab* distribution list.

16. Open the Service Now record for each Change Request that was approved and review it for all required fields in the following tabs:

   o Scheduled tab

   o Planning tab

17. Once you verify the Change Request for containing complete information, open the Approver's tab and locate your name.

18. Right-click on your name, and select Approve.
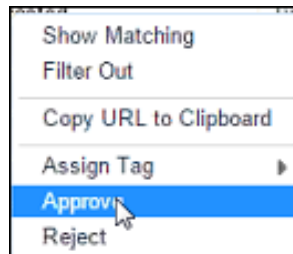
19. Click Update to save your approval.

    Once any Change Manager approves the Change Request, it will move it to the Approved state and no other Change Management approval will be required.

Change Management – CTG Daily Report Reviewing for Traffic Moves and Conflicts

Contents: This topic covers the procedure to review the daily Change Request report to determine if there are conflicts or traffic moves (throughout the enterprise) that must be scheduled and communicated out to the appropriate teams. Use this report prior to the daily Change Advisory Board (CAB) meeting by marking up your idea of whether there is an issue and then discuss it at the Daily CTG CAB meeting.

Responsibility:
- The Change Request Approver

What You Need:
- Access to ServiceNow Change Requests
- You must be listed in the report called *CTG Daily Scheduled for this Week* as authorized to view it.

Timing:
- Perform this for the current day only. Because maintenance is often rescheduled, doing this daily will prevent you from needing to reschedule other events that may conflict.

Applications Used:
- ServiceNow - https://intuit.service-now.com/
- Microsoft Excel
- Product vs Infrastructure Impact Matrix v2 0.xlsx
- Change Management Traffic Move Logic Cheat Sheet

Uses: Reviewed daily during the CTG CAB. We are specifically viewing this report to locate traffic moves involved in enterprise-wide storage or network maintenance or for CTG maintenance.

Procedure:
1. Click https://intuit.service-now.com to open Service Now.
2. From the Change Request left navigation pane, select Reports>View/Run.
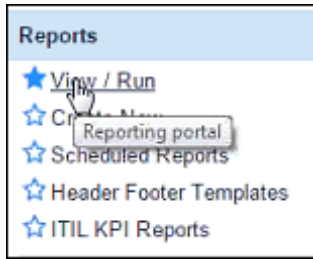
3. Double-click on the report called *CTG Daily Scheduled for this Week* to open it.
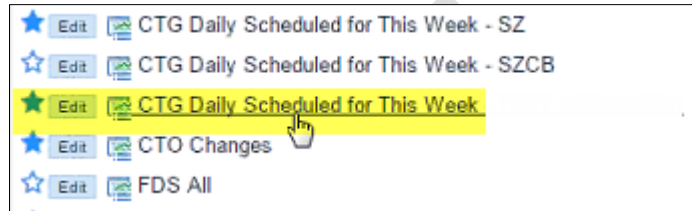
4. When the report selection options open, scroll down to the bottom of the screen without changing the filtering options. The report is pre-configured for you.

5. At the bottom, you'll see the current report. You can export it to Excel by right-clicking on the Number, (highlighted below).

Change Requests

≡ **Number**

6. Select Export>Excel from the drop-down list.

Sort (a to z)
Sort (z to a)
Show Visual Task Board

Bar Chart
Pie Chart

Export ▶

Excel
CSV
PDF ▶

7. When the Export is complete, click Download.

Export Complete ☒

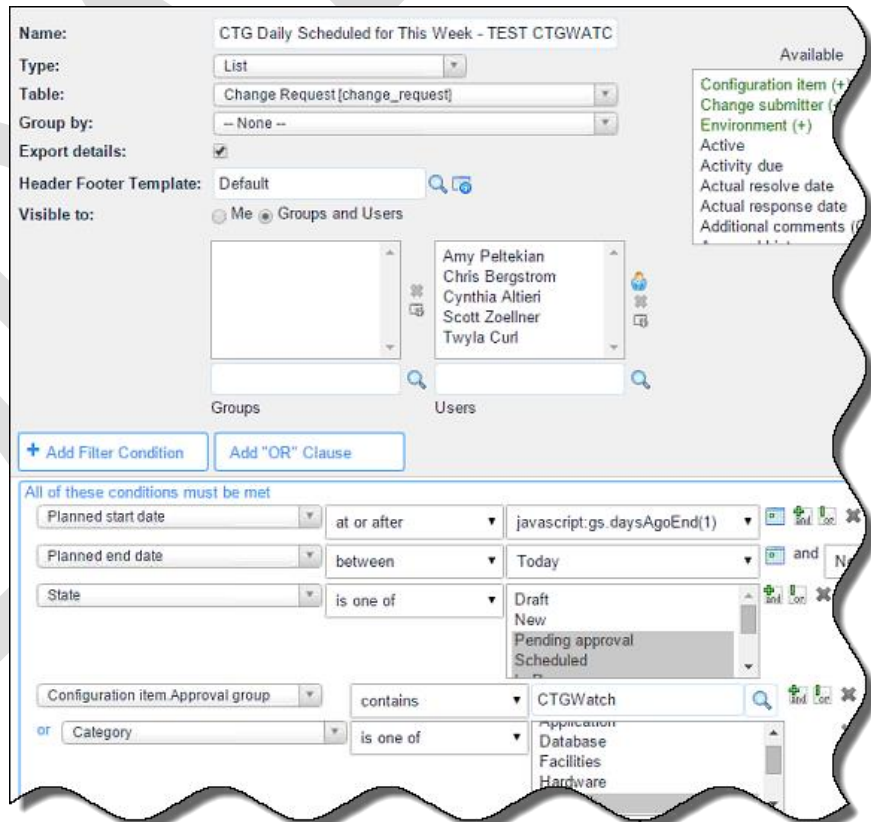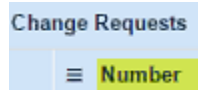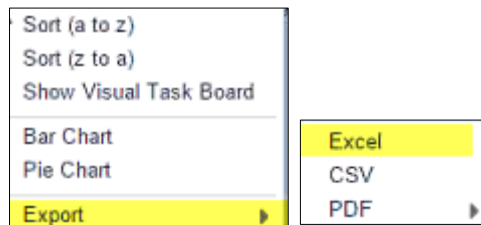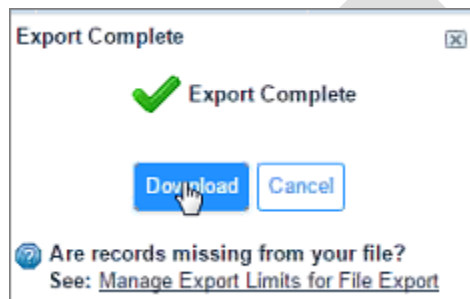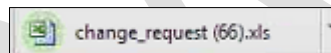✓ Export Complete

Download | Cancel

❓ Are records missing from your file?
See: Manage Export Limits for File Export

8. Click the file to open it and then save a copy to your hard drive.

📄 change_request (66).xls ▾

9. You should have previously reviewed any Change Requests for approval as the Change Manager.

You can use the information you reviewed earlier as well as the following documents to research whether to approve of the request or not see the following reports (located on the same wiki page as this document):

o Product vs Infrastructure Impact Matrix v2 0.xlsx – Use this document to look up what applications reside in the zone being modified and add that information to the Hosting Segment field in your Excel report. See Change Request Approver – Using the Matrix Report to learn how to use this matrix.

o Change Management Traffic Move Logic Cheat Sheet – Use details in the short description field to search on logic in the cheat sheet. If you can see that you've handled a traffic move for this kind of change before, you will likely use the same answer that is reflected here to enter in the Traffic Move field.

10. In the Traffic Move field, enter an answer about whether traffic should be moved for the requested change to be approved:

- ? – Use a question mark next to an answer to indicate that you've made an educated guess but that you will still need to check with Scott Zoellner regarding your educated guess. Once you have an answer, you can update the cheat sheet with the answer to help you the next time you have a similar request.

- Yes – Use Yes in this field when you believe there will be a traffic move. Update the Hosting Segment field with specific information about what is effected if you specify that a traffic move is warranted.

- No – Use No when you do not believe there is a traffic move needed for the Change Requested to be implemented.

Traffic Move	Number	Traffic Move Recommended	Short description	Configuration item	Hosting segment	Planned
No - Iso?	CHG0053962	FALSE	CTG ISOLATION Performance - QYDC ELVDC B ICS-Identity Systems RAS Testing - 11/18	Identity User eXperience (IUX)		11/18
No?	CHG0053417	FALSE	Apply RedHat hot fixes in Gluster to fix geo-replication issue	CFP Data Platform CTG		11/18/
No?	CHG0053416	FALSE	Node process monitoring through epagent for jumpstart	SnapTax		11/18
Yes - Traffic will already be moved for Ontaps	CHG0050679	FALSE	LVDC LTM Port Channel Configuration	Network - Datacenter (General)	LVDC - Pending Zones	11/18
No - CTO Moves their own traffic	CHG0052954	FALSE	Deploy v3.10.39 to API Gateway production in non-isolation zone	API Gateway		11/18

11. Review your decisions during the daily CAB meeting and mark on the document whether the request was approved or not.

12. Save your Excel file at the end of the meeting.

Change Tasks (1)	Approvers (8)	Problems	Affected CIs (607)	Impacted Services (3)	Inc

Approvers | Edit... | Go to | State

▸ Approval for = CHG0055851

State ▲	Approver	Name
Approved	Denson Pokta	
Approved	Robert Walsh	Bus Apps - CTG: CFP Data Platform
No Longer Required	Jay Valavan	Bus Apps - CTG: CFP Data Platform
Requested	Twyla Curl	Change Managers Approval

13. After the CAB meeting, email a copy of the Daily report to the *CTG Application Operations* distribution list.

From: Curl, Twyla
Sent: Tuesday, December 02, 2014 2:09 PM
To: CTG Application Operations
Subject: Daily Change Report as 12/2/14

Hey everyone,

Please note traffic move for tonight; please let me know if you have any questions.

Traffic Move	Number	Short description	Configuration item	Hosting segment
	CHG0054870	Add New Network Vlan	qycsesxo01prd67.corp.intuit.net	QDC-C
	CHG0055371	Add/Update Analysis Tool D...	AS5718	

Next Steps

1. Update Service Now regarding approval if these are Normal or Emergency Change Requests.

2. Create a kinetic event if there is a traffic change needed.

3. Create an Outlook invitation with the same information as is contained in the notification with the scheduled time of 2-7pm and send it to the *CTG Application Operations* distribution list.

Change Management - Scheduling Change Requests in the CTG Milestone (Kinetic) Calendar

Overview: After Change Requests are approved during the daily Change Advisory Board (CAB) meeting, they need to be added to the Kinetic Calendar (CTG Milestone Calendar). The calendar is used to schedule all Change Requests, traffic moves, etc. that occur throughout the enterprise. Specifically, we want to schedule any traffic moves required to perform storage or network maintenance or for CTG-specific maintenance.

Using the Kinetic Calendar

- Change Request scheduling – you can add every approved traffic move directly to the CTG Milestone (kinetic) calendar from this link: http://kineticcalendar.corp.intuit.net/kineticCalendar/calendar?id=CTG%20Milestone%20Calendar

- Kinetic events are fed through Service Now. Add a new event directly into the Kinetic calendar using the link to the calendar but if you need to make an update, you MUST do it through ServiceNow.

Warning: Because of Intuit's fluidity regarding maintenance changes, events will be cancelled or rescheduled. Watch your email and make sure that you update any scheduling changes using Service Now.

Responsibility::

- The Change Request Approver

What You Need:

- Access to the CTG Milestone (Kinetic) Calendar.

- Access to Change Requests in Service Now.

- You must receive notifications regarding maintenance change requests.

Applications Used:

- ServiceNow - https://intuit.service-now.com/

- CTG Milestone (Kinetic) Calendar

Uses: To schedule a Change Request that requires traffic move to perform storage or network maintenance or for CTG-specific maintenance.

Procedure:

1. Open Service Now at https://intuit.service-now.com/.

2. In email, open the Change Request and find its number.

3. Highlight the number and press Ctrl+C to copy it to memory.

2. In your email, search on the Change Request number to locate the maintenance notification, and then copy the contents of the notification to memory. (Use CTRL+A to copy it to memory.)
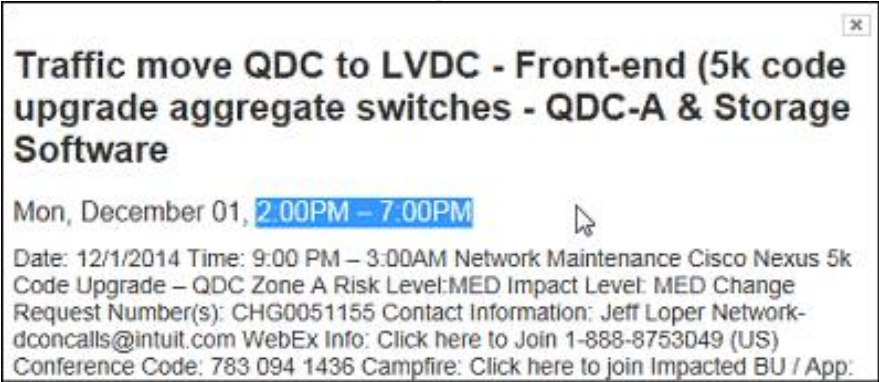

3. Open the Kinetic CTG Milestone Calendar at http://kineticcalendar.corp.intuit.net/kineticCalendar/calendar?id=CTG%20Milestone%20Calendar.

4. Click Create Event.

Create Event

5. Select the type of Change Request from the list.

6. Paste (CTRL+V) the contents of the Maintenance Request email into the description field.

7. If the time is not scheduled from 2-7 pm in the Maintenance notification email, change it in the description field so that it shows as 2:00PM – 7PM.

Traffic move QDC to LVDC - Front-end (5k code upgrade aggregate switches - QDC-A & Storage Software

Mon, December 01, 2:00PM – 7:00PM

Date: 12/1/2014 Time: 9:00 PM – 3:00AM Network Maintenance Cisco Nexus 5k Code Upgrade – QDC Zone A Risk Level:MED Impact Level: MED Change Request Number(s): CHG0051155 Contact Information: Jeff Loper Network-dconcalls@intuit.com WebEx Info: Click here to Join 1-888-8753049 (US) Conference Code: 783 094 1436 Campfire: Click here to join Impacted BU / App:

8. Select CTG Calendar as the Calendar ID.

```
-- None --
CEG Change Calendar
CM Team Calendar
CNS Calendar
CTG Calendar
EBS FES Calendar
EBS Ops Calendar
EBS Release Calendar
EMS Calendar
Enterprise Restriction Calendar
FDS Aggregation Service Calendar
HR Talent Scrum
Intuit Holidays - US
IPP Calendar
IPP CSPerf Calendar
PCS Change Calendar
PTGChangeCalendar
PTG Services Calendar
QBO Calendar
QB iOS Quality Team Calendar
QuickBooks Calendar
SBM Calendar
Test
```

9. Select Milestones as the Event Type from the drop-down list.

```
-- None --
Milestones
Marketing Events
Perf Test Events
FMEA Test Events
Release Dates
Maintenances
```
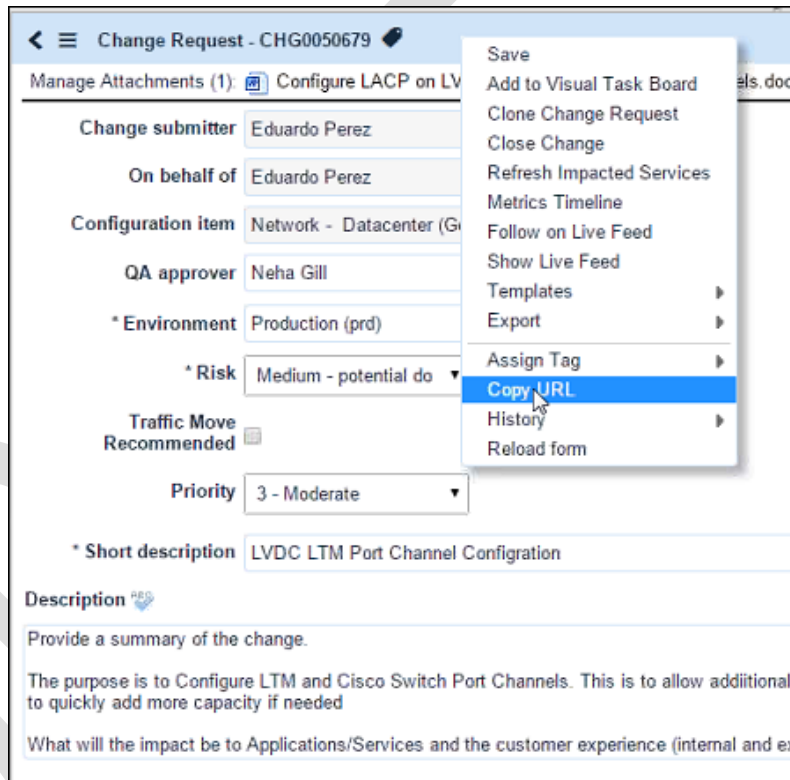
10. Copy the short description from the Change Request and enter it in the Name field in the event.
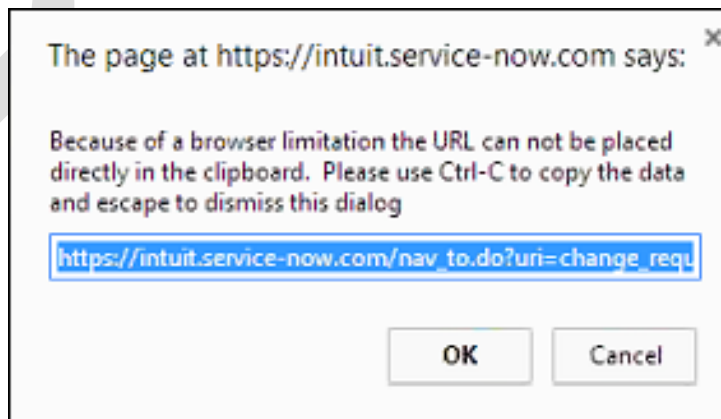
11. In Service Now, with the Change Request open, right-click at the top of the Change Request and select Copy URL.
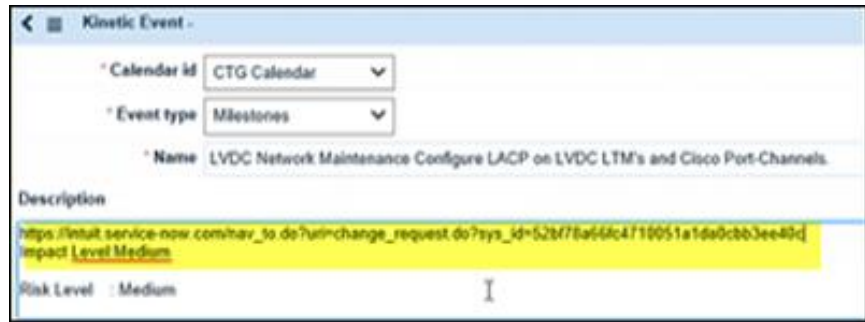
12. Copy the URL from the dialog box that appears, and then click OK.

13. Paste the URL in the top part of the Description field in the Calendar Event.
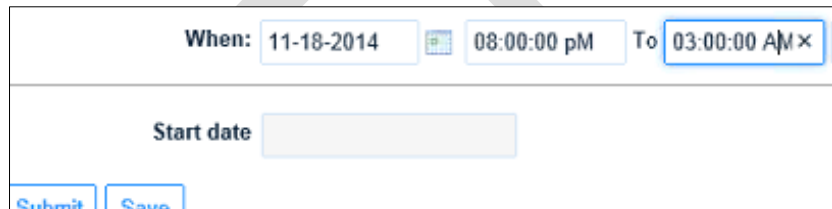
14. Go back to the Change Request in Service Now to locate the date and time the request is scheduled for and update that information in the Calendar.

15. Click Submit to create an event in the Kinetic Calendar.

   Warning: Remember that you can't update any events once you create them in the calendar. Once they've been entered into the Kinetic calendar, you must enter all changes using Service Now. Otherwise, any updates to the event will be disconnected from Service Now and will not become part of the Change Request record.

16. Send a calendar invite out in email indicating that the event is scheduled.
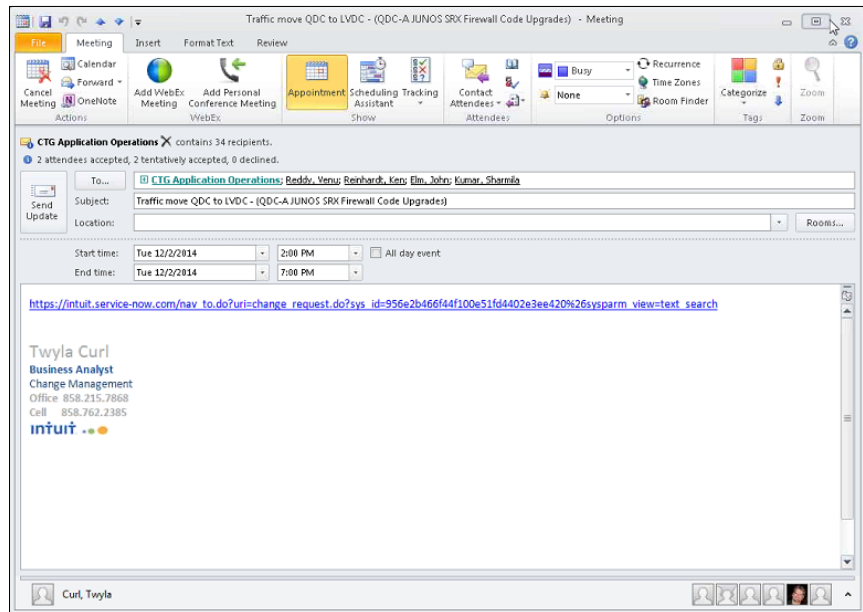
17. Send the email to the *CTG Applications Operations* team and include Venu Reddy, Ken Reinhardt, John Elm, and Sharmila Kumar.
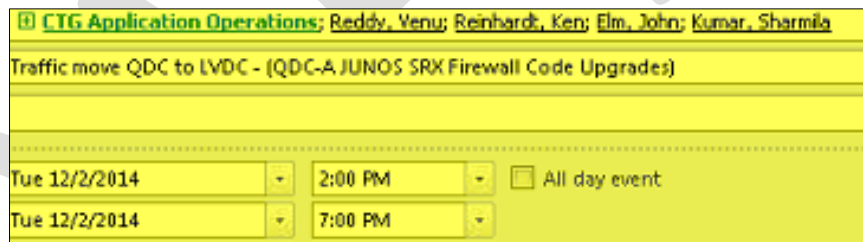
18. In the Subject field, enter the short details of the Traffic Move.

19. Enter the Start and End times as 2 pm to 7 pm.

20. In the body of the email add the same URL to the Change Request that you retrieved earlier in this procedure.

21. Click Send to email the event.

Change Management - Finding and Updating Change Events in the CTG Milestone Calendar

Overview: Kinetic events are maintained in Service Now. You can add a new event directly from the calendar but any updates to a Change Request must be scheduled through ServiceNow.

Responsibility:
- The Change Request Approver

Applications Used:
- ServiceNow - https://intuit.service-now.com/
- Kinetic Calendar http://kineticcalendar.corp.intuit.net/kineticCalendar/calendar?id=CTG%20Milestone%20Calendar

Uses: Making any changes to a scheduled traffic move.

Procedure:
1. Open the Kinetic Calendar at http://kineticcalendar.corp.intuit.net/kineticCalendar/calendar?id=CTG%20Milestone%20Calendar.
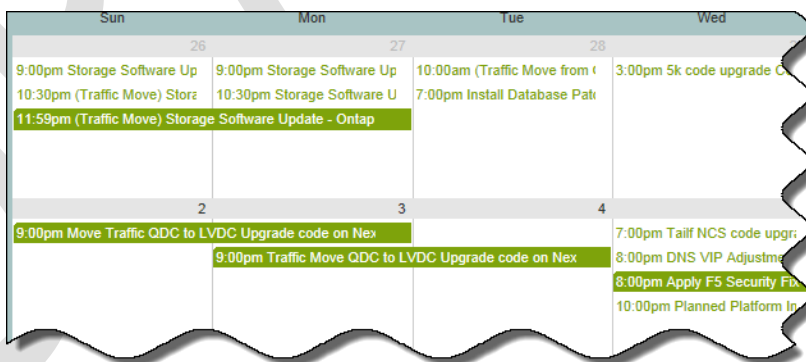
2. Click on a scheduled event to locate the Kinetic ID.
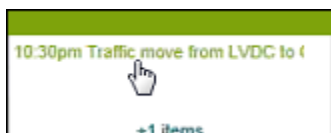
3. Look for the Event ID that is displayed as you will need to search for it in Service Now using the last four numbers of the Kinetic Event ID.

Traffic move from LVDC to QDC Storage Software Update lvfiler031a/b Ontap upgrade

Tue, November 18, 10:30PM – 11:45PM

https://intuit.service-now.com/nav_to.do?uri=change_request.do?sys_id=5766b8a76f8c750051a1da0cbb3ee4ca

Event ID:	KIN0002180
Event Type:	Milestones
Submitter:	apeltekian1
Event Name:	Traffic move from LVDC to QDC Storage Software Update lvfiler031a/b Ontap upgrade
Description:	https://intuit.service-now.com/nav_to.do?uri=change_request.do?sys_id=5766b8a76f8c750051a1da0cbb3ee4ca
Start Date:	Tue Nov 18 10:30:00PM PST 2014
End Date:	Tue Nov 18 11:45:00PM PST 2014

4. In Service Now, click inside the Search field in Service Now and type "Kine" to locate the Kinetic Calendar.
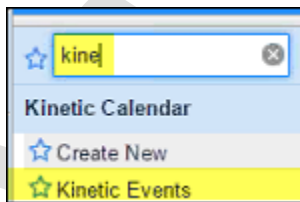
5. Select Kinetic Events.

6. In the Kinetic Events Search field enter the last 4 digits of the kinetic event number to search for the item.
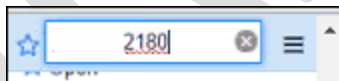
7. Press enter to locate the event.
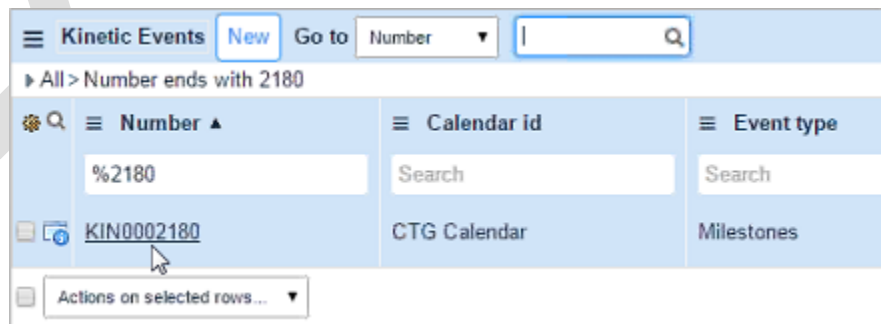
8. Click on the event to open it.

9. Make any necessary changes to the event such as entering in additional information, and then click Update.

Note: The subject should say the first zone and the zone where traffic will be rerouted to.

10. You can also click Deactivate to remove it from the schedule.

Change Manager – Adding a Change Request to the Watch List

Overview:　　You may find that you didn't receive a Change Request; it wasn't routed to your work queue for approval. This procedure shows you how to add a Change Request to the Watch List. You must have the maintenance request to enter it into the CTG Milestone (Kinetic) Calendar.

Responsibility:
- The Change Manager

Applications Used:
- ServiceNow - https://intuit.service-now.com/
- Email

Uses:　　To add a Change Request to your approver's queue.

Procedure:　　To determine if you need to add a Change Request to the Watch List:

1. Run the daily report and perform daily CAB meetings.
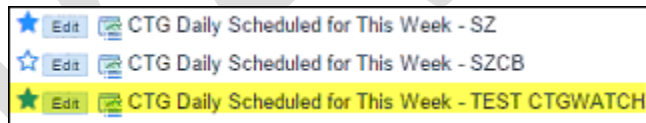
2. Open a new event in the CTG Milestone Calendar.

3. Search for the Change Request in your emails. If it isn't, run the infrastructure Maintenance Watch List Report to see if the Change Request is on this report. If not, add it to the Watch list performing the steps below.
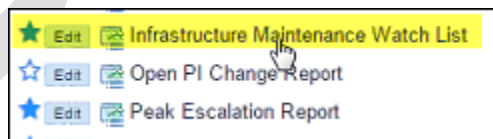
Perform the following steps if you can't find on the Watch List Report:

1. In Service Now, locate the Change Request.

2. In the Search box in Service Now, enter just the number of the Change Request associated to the Maintenance email.

---

3. Open the Change Request by clicking on its number.

4. Scroll down through the contents of the Change Request and open the Notes tab.

5. Click the lock icon to add the Change Request to your Watch List.

6. Click Update to save your work.

7. Save the Maintenance email in an email folder for the week that the maintenance is scheduled.

Change Request Management – Using the Matrix Report

Overview: The Turbo Tax Enterprise Impact Analysis Map report contains a list of front and back end applications by product operations platforms, feature and function, and zone location.

Responsibility:
- The Change Request Approver

Applications Used:
- ServiceNow - https://intuit.service-now.com/
- The Daily Change Request Report
- The Matrix Report

Uses: Use this matrix to determine the impact of any traffic moves, to figure out the best place to move traffic, and to locate potential conflicts.

TURBO TAX ENTERPRISE IMPACT ANALYSIS MAP · 1st GENERATION

		Application or Service Platform or Maintenance Change	Acronym	Purpose	Env	SHOP	LOGIN	PREP	PAY	PRINT&FILE	HELP	Data Store	Cutover Time	Web	App	Zone A	Zone B	Zone C	Zone D	Zone E	LVDC	AWS	Austin	Plano	Rocky Mountain	Woodland Hills
FRONT END	Apps	TT.com		Primary on-line access point for Intuit Turbo Tax product	Native	•	•					CFP	10 min	A/A	A/A			•		•	•					
		MyTT	MYTT	Provides customer with ability to manage their account, view purchase	Native		•					CFP	10 min	A/A	A/A			•			•					
		Turbo Tax Online	TTO	Turbo Tax for online users	Native			•				TTO/Oracl	2 - 4 hrs	A/A	A/A		•				•					
		Desktop - Win	Win	Turbo Tax for desktop users	Native			•													•					
		Desktop - Mac	Mac	Turbo Tax for Mac Users	Native			•													•					
		Snaptax		Allows users to import W2	Native			•				CFP		A/A	A/A	•					•					
		Taxcaster			Native																•					
		Mobile - iPhone		Turbo Tax for iPhone	Native			•													•					
		Mobile - Android		Turbo Tax for Android	Native			•													•					
		NSF/TaxPrep	NSF	Turbo Tax for simple filers	Native			•				CFP		A/A	A/A			•			•					
		Contact Us		Turbo Tax customer inquiry	Native																•					
		Answer Exchange		Turbo Tax customer Q&A	Native																•					
		Support			Native																•					
		IDO																			•					
		Free File Fillable Forms	FFFF/Quad	IRS free tax filing solution for EZ filers	Native							CFP		A/A	A/A						•					
		Pricing			EBS							Oracl		A/A		•					•					
			ERPSI																							
		Electronic File Exchange - CTG	EFE	TT Individual agency tax filing submission	Native				•			Oracle/CFP	10 min													
		Electronic File Exchange - Intuit Payroll Division	EFE		Native				•			Oracle/CFP	10 min													
		Electronic File Exchange - PTG	EFE	Small Business agency tax filing submission	Native				•			Oracle/CFP	10 min	A/A	A/A											
		File Conversion Service	FCS	Converts data to forms, or forms to data	Native					•		CFP	10 min	A/A	A/A	•		•			•	•				
		File Print Service	FPS	Enables form and tax filing pring	Native					•		CFP	10 min	A/A	A/A	•		•			•	•				
		Order Gateway & Service	EOS																							
BACK END		Akamai		Forms availability and product download hosting	3rd Party	•		•																		
		Amazon	AWS	Product and internal app cloud hosting	3rd Party	•		•		•	•															

Procedure:

1. Open the Daily Change Request Report.

2. When you see a requested traffic move, open the Matrix report.

3. Look at the columns that show where the traffic is located and the requested move location.

		QDC Zone A	Zone B	Zone C	Zone D	Zone E	LVDC	AWS	Austin	Plano	Rocky Mountain	Woodland Hills
Apps TT.com				•		•	•					
MyTT	MYTT			•			•					
Turbo Tax Online	TTO		•				•					
Desktop - Win	Win						•					
Desktop - Mac	Mac											
Snaptax							•					
Taxcaster							•					
Mobile - iPhone		•					•					
Mobile - Android							•					
NSF/TaxPrep	NSF						•					
Contact Us							•					
Answer Exchange				•			•					
Support							•					
IDO							•					
Free File Fillable Forms	FFFF/Quad						•					
Pricing							•					
	ERPSI	•					•					
Electronic File Exchange - CTG	EFE											
Electronic File Exchange - Intuit Payroll Division	EFE											
Electronic File Exchange - PTG	EFE											
File Conversion Service	FCS											
File Print Service	FPS	•		•			•	•				

5. In this example, the Change Request asks to move traffic from QDC to LVDC. Compare the two zones and note the potential conflicts in the hosting segment column. In this instance, there is an expected complete network outage so the request isn't approved as requested.

Traffic Move	Number	Short description	Configuration item	Hosting segment
Move traffic from QDC to LVDC – Rescheduled	CHG0050534	QDC-A JUNOS SRX Firewall Code Upgrades All applications in QDC Zone A will experience TWO periods of COMPLETE NETWORK OUTAGE when failing over firewall nodes, for each pair, during the upgrade procedure. DURING IMPACT ALL TCP STATE WILL BE LOST. All applications that do not attempt TCP reconnects will have to be restarted.	A254036 - Juniper Networks Inc Chassis SRX5800	QDC-A (EFE, Snaptax, Pricing, FCS, FPS)

6. Because of the conflicts with EFE, SnapTax, Pricing, FCS, and FPS, the request is not approved. Ultimately this request was cancelled due to the conflict. Moving to traffic to Zone C might be a better option.

7. Note what the recommended resolution is in the Traffic Move field.

8. Save the report and continue reviewing traffic moves.