



Tech Alert

from the **Customer Delivery Division**
"Your Gateway to OTech Services"

TA 12-03: Customer Freeze Request Submission Process

ATTENTION: OTech Customers requesting technology "freezes"

ACTION REQUESTED: Use the new process for requesting freezes

DUE DATE: Submit Freeze Request 60 Days Prior to Requested Freeze Date

Background:

On occasion, OTech customers request that some or all of their OTech-managed services be "frozen" for a short period of time, usually when the customer has scheduled application changes. OTech has developed a new process for requesting such freezes.

Process:

1. When considering requesting a freeze, please refer to OTech's Preventative Maintenance Schedule in order to better coordinate your request with OTech's standing Preventative Maintenance Schedule.
2. Document your freeze request on the [Customer Freeze Request Form](#).
3. Submit your Customer Freeze Request Form via email to your Account Lead 60 days prior to the requested freeze start date.
4. The request will be reviewed by OTech's domain specific and enterprise Change Advisory Boards, and will be assigned a Change Request number.
5. Your Account Lead will advise you of any concerns or changes required.
6. Once the details have been negotiated, and the Change Advisory Boards have approved the request, the freeze will be scheduled.

Due Date:

Freeze requests must be submitted 60 days prior to the requested freeze start date to allow time for review by the Change Advisory Boards and for negotiation of freeze request conditions, if needed.

This process will be implemented effective January 1, 2013. For example, freeze requests for March 1, 2013 need to be submitted by January 1, 2013.

Contact:

If you have additional questions or need further clarification, please contact your OTech Account Lead. To determine who your Account Lead is, please use the Account Lead Lookup at [Account Lead Lookup](#), or contact the Customer Delivery Division at (916)431-5477.