

Verizon Enterprise Center

Global Change Management (GCM) Automated Managed Network Services Standard Change Request

User Guide

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1. Introduction

Global Change Management (GCM) provides a common platform for Verizon Enterprise Services customers and employees to create and manage change and service requests for Managed Network Services (MNS) as well as other current platform products.

MNS change requests are largely divided into Standard Change Management (SCM) and Optional Change Management (OCM), based on the types of support required to fulfill the requests.

- Standard Change Management (SCM): Non-design impacting change requests that are provided free of charge with the service.
- Optional Change Management (OCM): Billable design impacting changes; in some cases a Statement of Work may be required.

We've recently automated some of our SCM requests for device configuration changes, to offer customers the ability to self-serve their configuration needs. Customers can make configuration changes when it suits them, without waiting for support teams, leading to faster resolution times.

This document provides instructions on how to create and keep track of automated SCM requests in GCM. Prior to performing any standard change request activities, it requires access to Verizon Enterprise Center and Global Change Management.

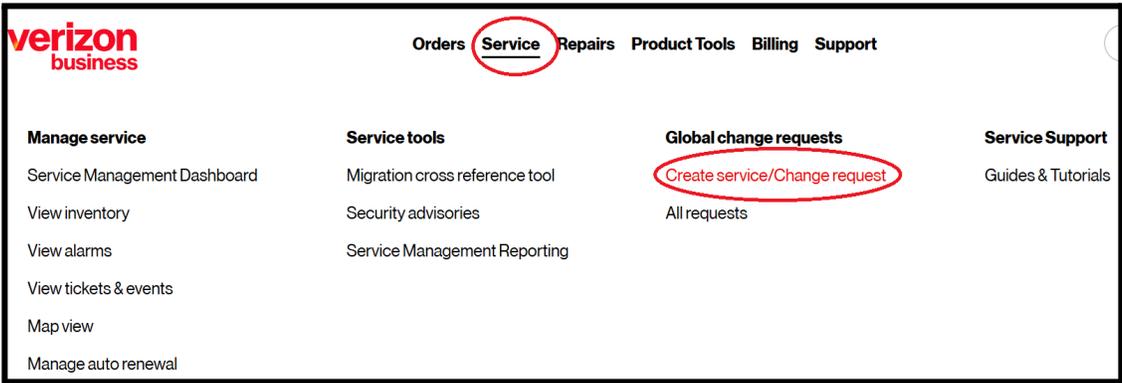
2. Automated CTIs (Category, Types and Item) and manufacturer of devices

Category	Type	Item	Change Type
Managed Network	Managed WAN Managed LAN Managed Wireless LAN	Switch Port - Modify Automated	Basic Port Configuration
			Assign Port to VLAN
		Static Route - Add/Delete/Modify Automated	Static Route configuration
		Modify Access List Automated	Standard ACL
			Extended ACL
		Software Vulnerability Upgrade Automated	Software Vulnerability Upgrade
		IP Address/Subnet Mask Change Automated	LAN interface address change
			IP prefix list update for route advertisement
			Network statement update for BGP route advertisement
		Rollback	Change type from an original CR
Manufacturer of devices and operating system			Cisco IOS

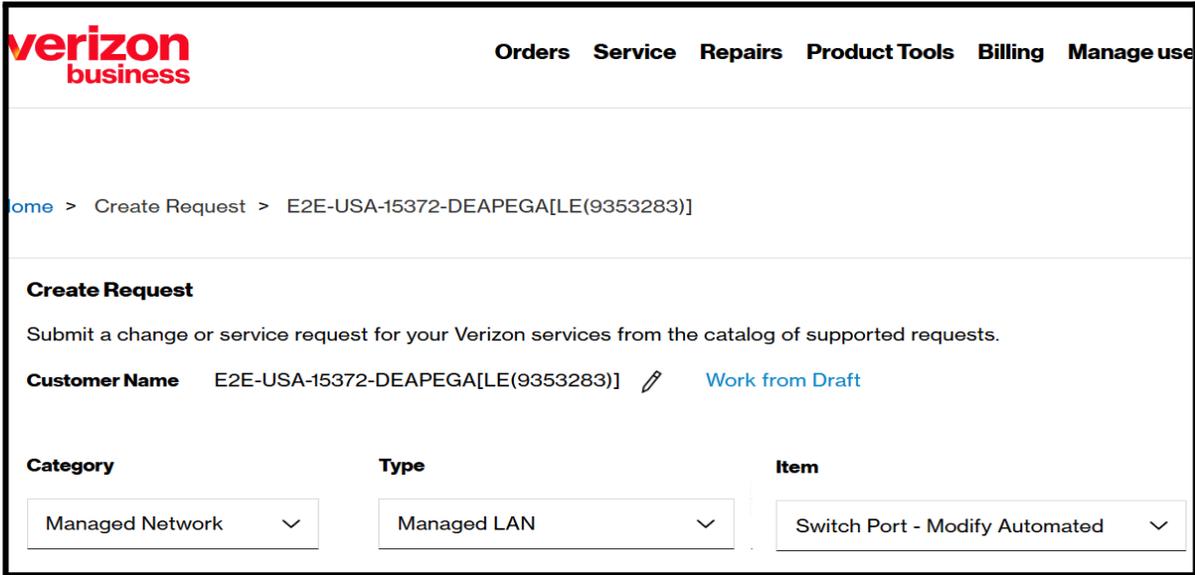
3. Create an automated SCM

3.1 General sections in change request form

1. Go to <https://enterpriseportal.verizon.com>. Enter user id and password. First time VEC users will be prompted to register before use.
2. Select Service> Global Change Requests > Create service/Change requests, to go to GCM Create Request page.



3. In the GCM Create Request page, select a customer name from the drop-down.
4. To open a change request form, select one of Category, Type, and Item that are listed in chapter “2. Automated CTIs(Category, Types and Item and manufacturer of devices”.



- In the change request form, Provide a summary title for your request, fill out the necessary details, and choose a priority level. Finally, select an implementation time, which can be Anytime or a specified date and time range.

Summary

*Title *Change Type/ Priority

Standard

*Objective

Managed Network Customer:

Management Center:

Management Domain:

Support Team:

When would you like Verizon to implement your request?

Implement Anytime

* Requested Start Date/Time(GMT) * Requested Completion Date/Time(GMT)

- Add Contacts to Include individuals who should receive notifications about the change.
- In the Inventory Details section, Search and add the devices to update the configuration for the selected CTI.

+ Request Contacts

- Inventory Details

* Add Inventory -OR- * Add Bulk Inventory

Only Cisco,HP,Aruba devices are supported for this change request.Click [here](#) to create a CR for non-Cisco,HP,Aruba devices

Search

Reset

Show Unmanaged devices

	DNS Entity Name ↕	Entity Host Name ↕	Equipment Type ↕	Manufacturer ↕
<input type="checkbox"/>	deapega-prg4pega-2977557e001	Prague_Lab_CMDS_SW3	Switch	Cisco
<input type="checkbox"/>	deapega-prg7pega-3007155e001	Prague_Lab_CMDS_SW2.Prague_Lab	Switch	Cisco
<input type="checkbox"/>	deapega-test-3489669e001	Prague_Lab_CMDS_SW2	Switch	Cisco
<input type="checkbox"/>	deapega-swstacktst-2989859e001	cary15e-021-lab-stack-sw01	Switch	Cisco
<input type="checkbox"/>	deapega-swstacktst-2989859e002	StackPort2	Switch	Cisco
<input type="checkbox"/>	deapega-testsm-4138137e001	Prague_Lab_CMDS_SW2	Switch	Cisco

Add

3.2 Request details section in change request form (Newly added)

3.2.1 The structure of Request details section

A new section, Request Details is displayed once the devices are added in the Inventory Detail section, in request form. The Request Details section consists of 4 parts.

The screenshot shows the 'Request Details' section of a change request form. It is divided into four numbered parts:

- 1 Change Type:** A dropdown menu with the selected option 'Assign Ports to VLAN'.
- 2 Change Level:** Two radio button options: 'Same configuration for all devices' (selected) and 'Different configuration for each device'.
- 3 Current Configuration Details:** A table with the following data:

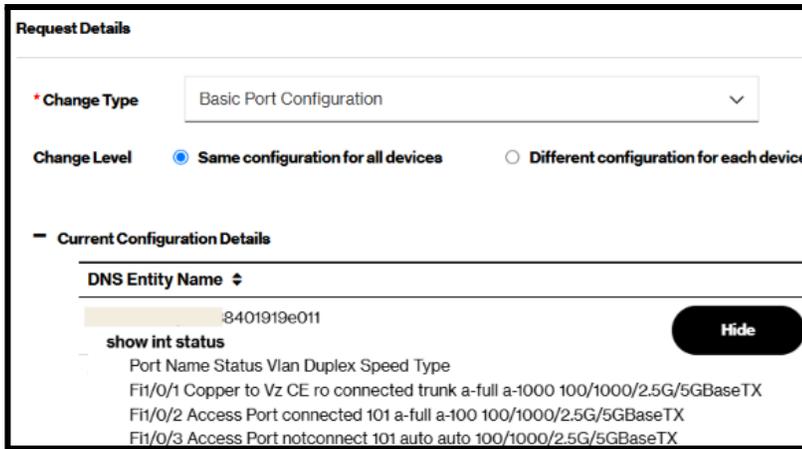
DNS Entity Name	Show
4443e009	Show
4443e010	Show
- 4 New Configuration Details:** A table with the following data:

Interface ID or range	Access Mode	Actions	VLAN(s)	Actions
loopback6	Access	Add one VLAN	23	[Trash] [Copy]
loopback6	Access	Remove one VLAN	21	[Trash] [Copy]

- **Change type**
Change type is a list of configuration types that each CTI automated. A user has to select one of the configuration types from a dropdown list. The list of configuration types will vary depending on CTI. See chapter 2. *Automated CTIs(Category, Types and Item and manufacturer of devices"* .
- **Change level**
There are two options for the change level, which are mutually exclusive.
 - **Same configuration for all devices**
If a user selects this option, it means a new configuration that the user requests will be applied to all devices added in the form.
 - **Different configuration for each device**
This option is used when the user wants to make a different configuration change for each device included in the request form.
- **Current Configuration Details**
In this section, the list of devices that the user selects from the Inventory Details section are displayed with a Show button.

Clicking the Show button will retrieve and show the current configuration of the device in real time to help the user precheck the configuration values before submitting the request.

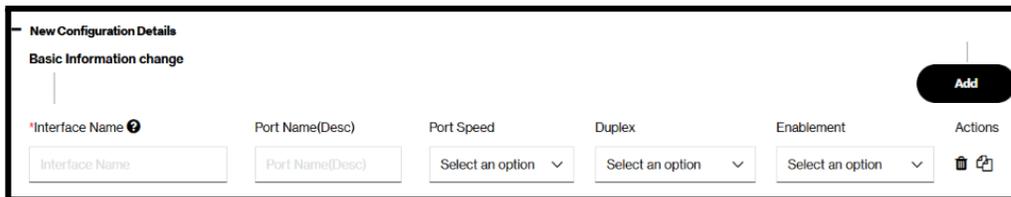
The Show button will change to the Hide button once the current configuration is retrieved and displayed. An example of the Show button below is for CTI Switch Port Modify Automated and Change type Basic Port Configuration. It shows the current configuration of switch ports.



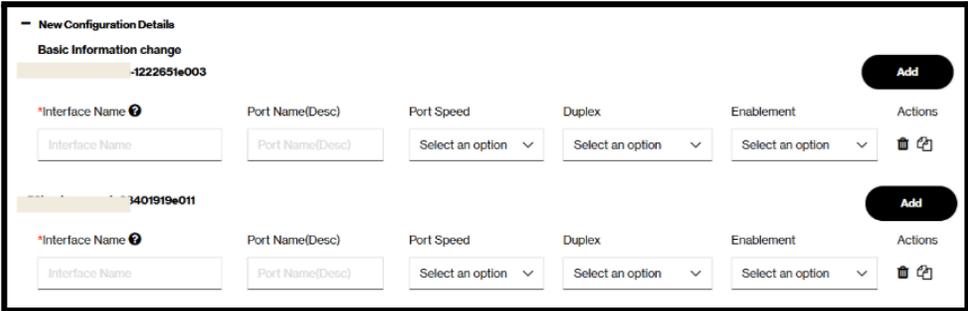
- New Configuration Details

In this section, a user will see all the configuration parameters that are required for the change he requests, as input fields. The configuration parameters will vary depending on the CTI and Change Type he selects. Some fields are mandatory and some are optional. If the user selects “Same configuration for all devices” in the Change level, the user doesn’t need to provide new configuration details for each device. Instead, he needs to provide only one configuration which then will be applied to all the devices. If the user selects “Different configuration for each device”, the user needs to provide new configuration details for each device, separately.

Case 1: “Same configuration for all devices” is selected for the Change level.



Case 2 : “Different configuration for each device” is selected for the Change level.

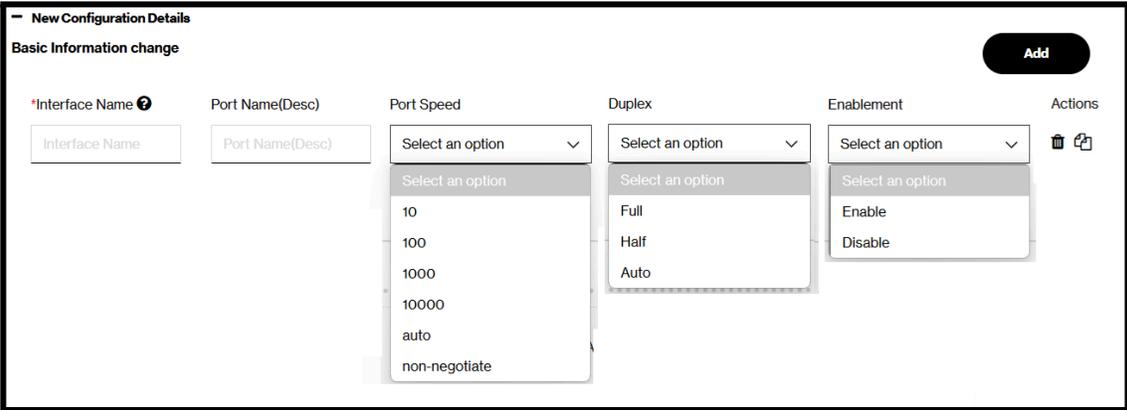


The user can add a new configuration row using Add button and copy/delete an existing configuration row in the form, using a copy and delete icon,

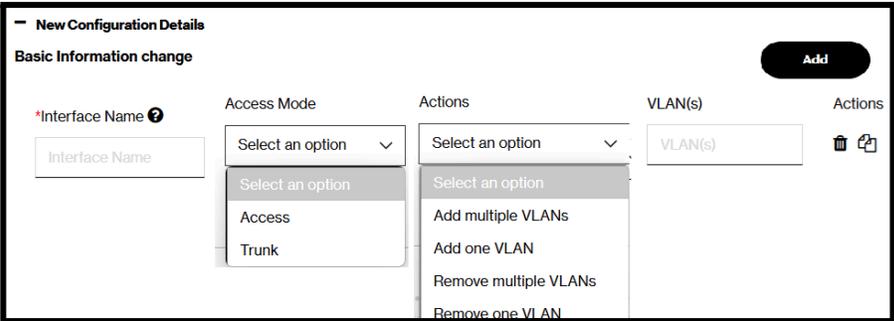
3.2.2 New Configuration Details - Switch Port Modify Automated.

Switch port modify Automated CTI supports two automated change types.

- Basic Port Configuration
 Request to change port name, port speed, duplex or enablement of an interface.



- Assign Ports to VLAN1
 Request to add port(s) on the switch to the VLAN.
 Multiple VLANs can be entered with a comma separator or as a range using a hyphen. For example, 44, 45, 46 or 44-46.



3.2.3 New Configuration Details - Static Route Configuration Automated.

This CTI is to manually define specific routes in a network device's routing table. If the VRF route is selected for Route type, VRF name must be entered. Permanent and track options are mutually exclusive.

New Configuration Details
Basic Information change

*Action *Route type *Prefix ? *Subnet Mask ? *Next Hop IP ? VRF Name AD ? Name Track ? Multicast Permanent Tag ?

Select an option Select an option Prefix Subnet Mask Next Hop IP VRF Name AD Name Track Tag

Select an option Select an option

Add Delete VRF Route Standard

3.2.4 New Configuration Details -Modify Access List Automated

Modify Access List Automated CTI is to change the access control list used in networking to filter traffic. This CTI supports two types of configuration.

- Standard ACL is used to filter traffic based only on the source IP address.

New Configuration Details
Basic Information change

*Action *ACL *Seq # *Access Type *Source Type Source - IP ? Source-wildcard ?

Select an option ACL Seq # Select an option Select an option Source - IP Source-wildcard

Select an option on

Add Delete

- Extended ACL is used to have more granular control by filtering based on source and destination IP addresses, protocols, and port numbers.

New Configuration Details
Basic Information change

*Action *ACL *Seq # *Access Type *Protocol Source Type Source - IP ? Source-wildcard ? Port Operation Source Port Destination Type Destination - IP ? Destination-wildcard ? Port Operation Destination Port LogActions

Select ACL Seq Select Select Select Source Source-wildcard Select Source Select Destination Destination-wildcard Select Destination

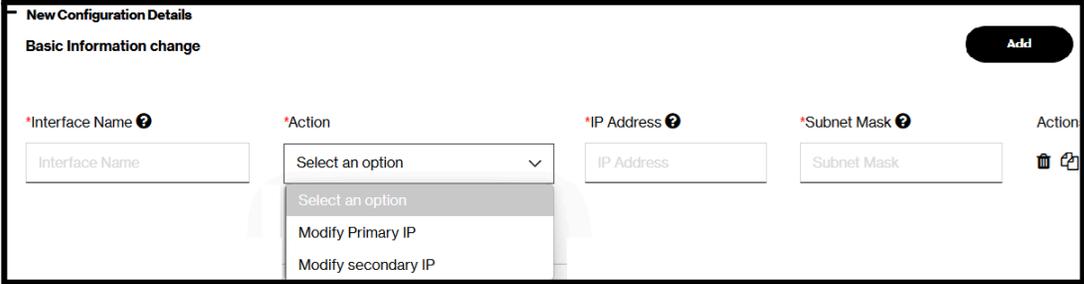
Select an option

Add Delete

3.2.5 New Configuration Details -IP Address/Subnet Mask Change Automated

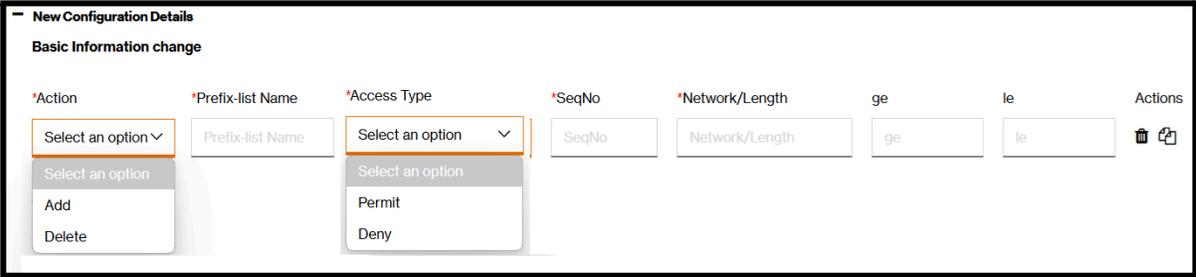
This change request supports 3 change types.

- LAN interface address change
 Using this automated CTI, A user can modify primary or secondary IP address for an interface

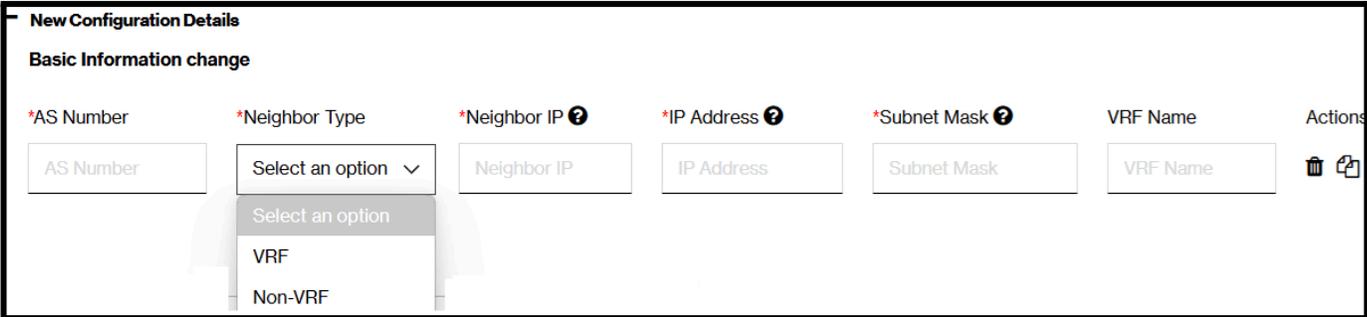


- Prefix list update for route advertisement
 To ensure routers only advertise routes based on specific criteria defined in the prefix lists, a user can use this automated CTI to modify lists of IP address prefixes used in routing policies, particularly with Border Gateway Protocol (BGP).

Prefix list name must exist in the current configuration and the value should be smaller than le value.



- Network statement update for BGP route advertisement
 This is to update the "network" statement used in the router's BGP configuration.
 AS number should exist in the current configuration.
 VRF name is required only when VRF is selected for the Neighbor Type field.



3.2.6 New Configuration Details -Software Vulnerability Upgrade Automated

This CTI is to request a software upgrade to remediate a device that is affected by a vendor released security advisory.

Software Vulnerability assessment CR must be entered with vendor advisory ID.
Enter upgrade order, SW file name, SW version as mandatory. File size, Checksum and VPN are optional.

New Configuration Details

Security Assessment CR# Advisory ID

Upgrade Path Section

*Upgrade Order <input type="text" value="Upgrade Order"/>	*SW File Name <input type="text" value="SW File Name"/>	*SW Version <input type="text" value="SW Version"/>	File Size <input type="text" value="File Size"/>	Checksum <input type="text" value="Checksum"/>	VPN <input type="text" value="VPN"/>	Actions  
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4. Status of CR

A user will get an email notification when the status of CR is changed from Submitted, In Review, In Progress, Pending Approval and Completed . Also the user can check the status from GCM.

[Change request status update in GCM - Request screen]



[Change request status update by email]

CR2025061300276 for E2E-USA-15372-DEAPEGA - Pend Approval - Regular - Low

Content:

The change request below has been successfully implemented in the requested devices and it's in pending approval.
 Please review the result of the changes in Manage Request and provide your approval in the comment tab within 7 business days

Request Number	:	CR2025061300276
Change Type	:	Regular
Category	:	Managed Network
Type	:	Managed WAN
Item	:	Modify Access List Automated
Title	:	tc
Submitted By	:	test_qa2
Phase	:	Verify
Urgency	:	Low
State	:	Resolved
Status	:	Pend Approval
Status Comment	:	
Submitted Date	:	06/13/2025 12:11:39 (GMT)
Requested Start Date	:	06/13/2025 12:11:39 (GMT)
Requested End Date	:	06/16/2025 09:11:39 (GMT)
Objective	:	tc
Configuration Items	:	
deapega-r16pega-2988403e001		
deapega-r16pega-2988399e001		

You can see all the request details in **Manage Requests**.

Sincerely,
 Verizon

5. Review, Approve and Rollback(Newly added)

5.1 Review the request outcome

A user will receive an email when the change request is complete and ready for his review.

- Once email is received, login to GCM.
- Open the request and go to the Details tab.
- In the Request Details section, “Before Change Request vs After Change Request” table is displayed for each device. Compare the configuration before his CR and after CR to verify if the request is completed as expected.

Request Details

Change Type: Extended ACL configuration

+ Change Request Details

Before Change Request vs After Change Request

#	DNS Entity Name	Success	Device is available and accessible.	Hide
1	deapega-r18pega-2989403e001	Success	Device is available and accessible.	Hide
Configuration before Change Request		Configuration after Change Request		
<pre>show ip access-lists TEST_ACL i permit ip any any Information not available</pre>		<pre>show ip access-lists TEST_ACL i permit ip any any 60 permit ip any any</pre>		
<pre>show run sec TEST_ACL ip access-list extended TEST_ACL permit icmp any any permit ip host 9.5.11 8.8.8.0 0.0.0.3 permit ip 7.8.9.0 0.0.0.3 host 5.5.5.5 permit ip 10.116.0.0 0.1.255.255 any permit udp any any</pre>		<pre>show run sec TEST_ACL ip access-list extended TEST_ACL permit icmp any any permit ip host 9.5.11 8.8.8.0 0.0.0.3 permit ip 7.8.9.0 0.0.0.3 host 5.5.5.5 permit ip 10.116.0.0 0.1.255.255 any permit udp any any permit ip any any</pre>		

5.2 Approve the request

- Now go to the Comment tab.
- In the comment tab, there are two options, Approve and Rollback in the Request Action drop down. If CR is implemented as expected, select Approve and click Save button. It will close CR completely. If CR is not approved or rollback within 7 days, CR will be auto-closed.

2025032500718 (Standard) State: Resolved Status: Pend Approval

Submit Assess Plan Approve Implement Verify Close

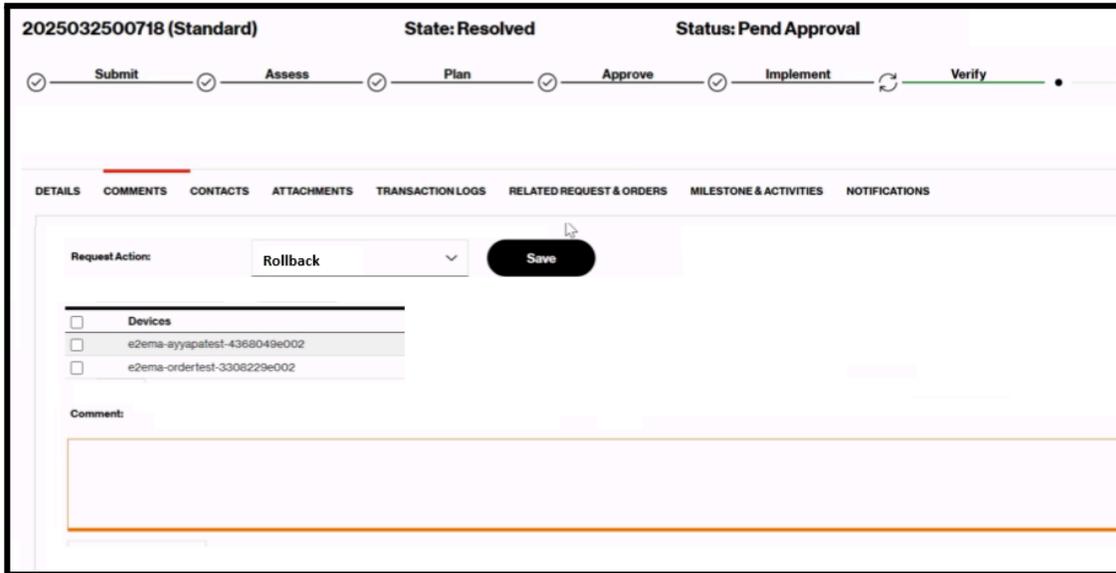
DETAILS COMMENTS CONTACTS ATTACHMENTS TRANSACTION LOGS RELATED REQUEST & ORDERS MILESTONE & ACTIVITIES NOTIFICATIONS

Request Action: Approve Save

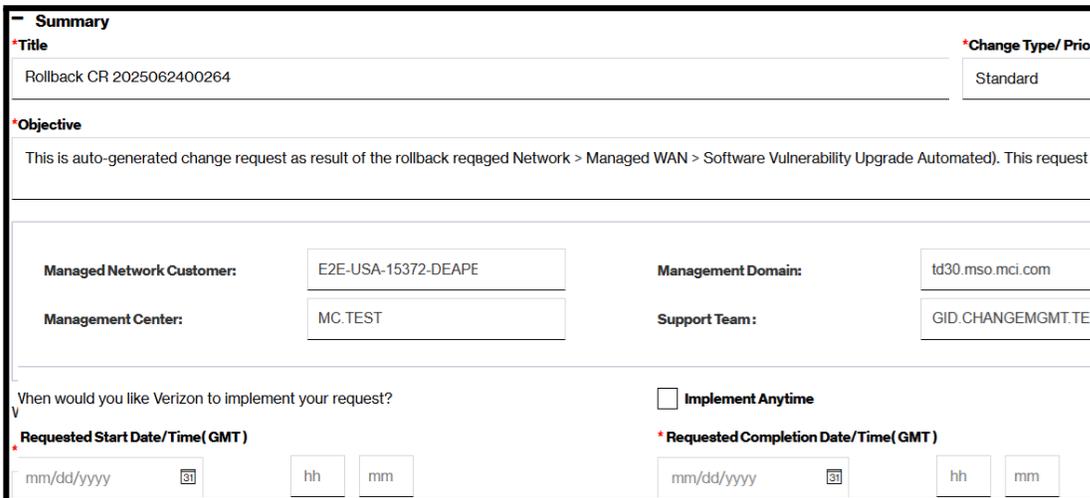
Comment:

5.3 Rollback the request

- If CR is not implemented as expected, select Rollback in the Request Action drop.
- It will display the list of devices submitted in the request. Select the device to rollback and click the Save button.



- Now GCM will automatically create a rollback request using Rollback CTI in a new tab.
 - All information for the rollback is pre-populated in the request form, except a date to rollback.
 - Review the request and select the date to rollback.



- Click the Submit button Rollback CR number will be provided after submission.
 - Tracking the status of a rollback CR is the same as tracking other configuration CRs.
 - After rollback CR completes, a user can view Before vs After rollback in the details tab and verify the changes are reverted.