Verizon Enterprise Center

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

User Guide

Version: 1.1
August 2025

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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.

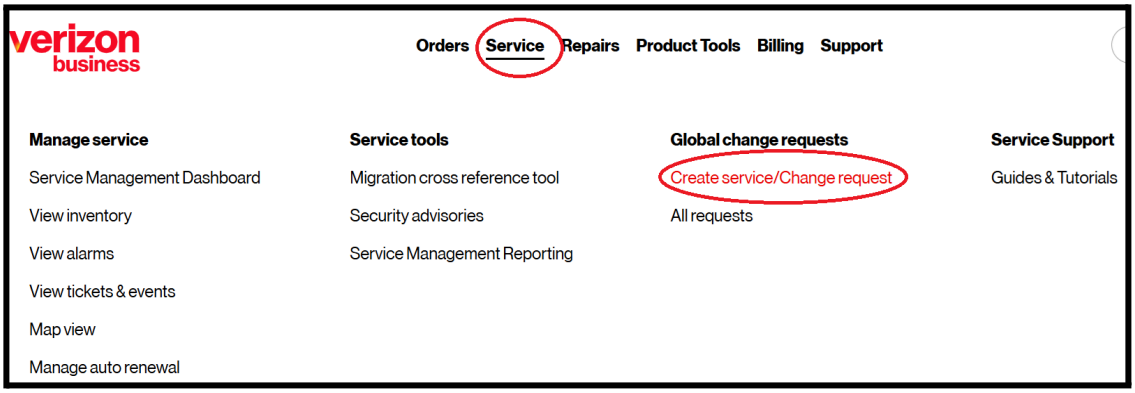
2. Automated CTIs (Category, Types and Item) and manufacturer of devices

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

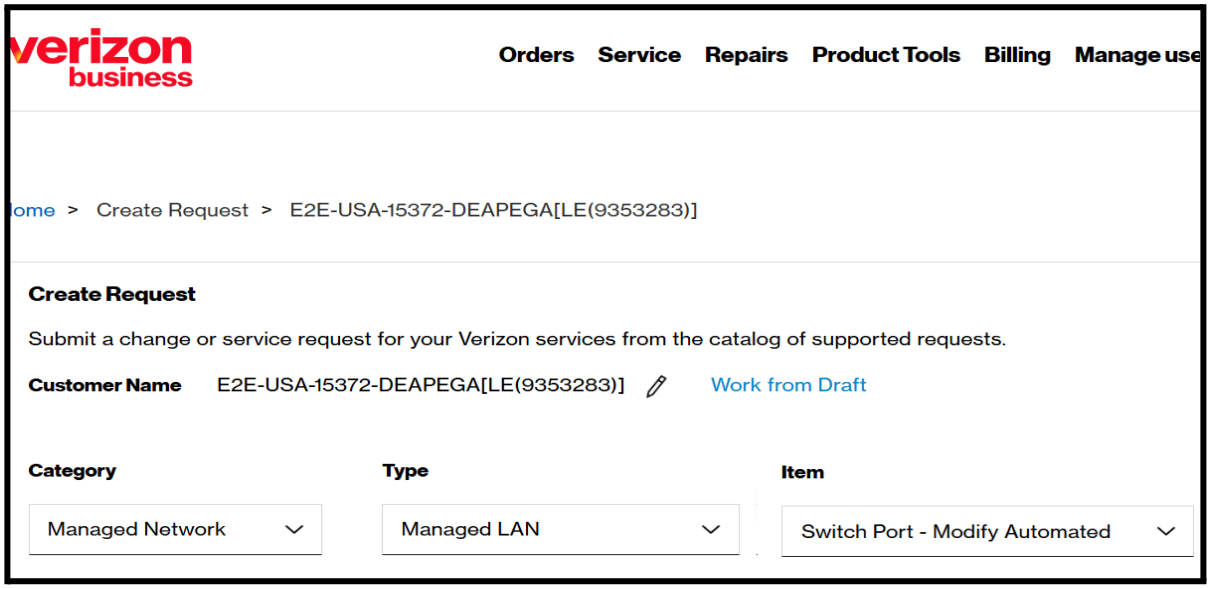
3. Create an automated SCM

3.1 General sections in change request form

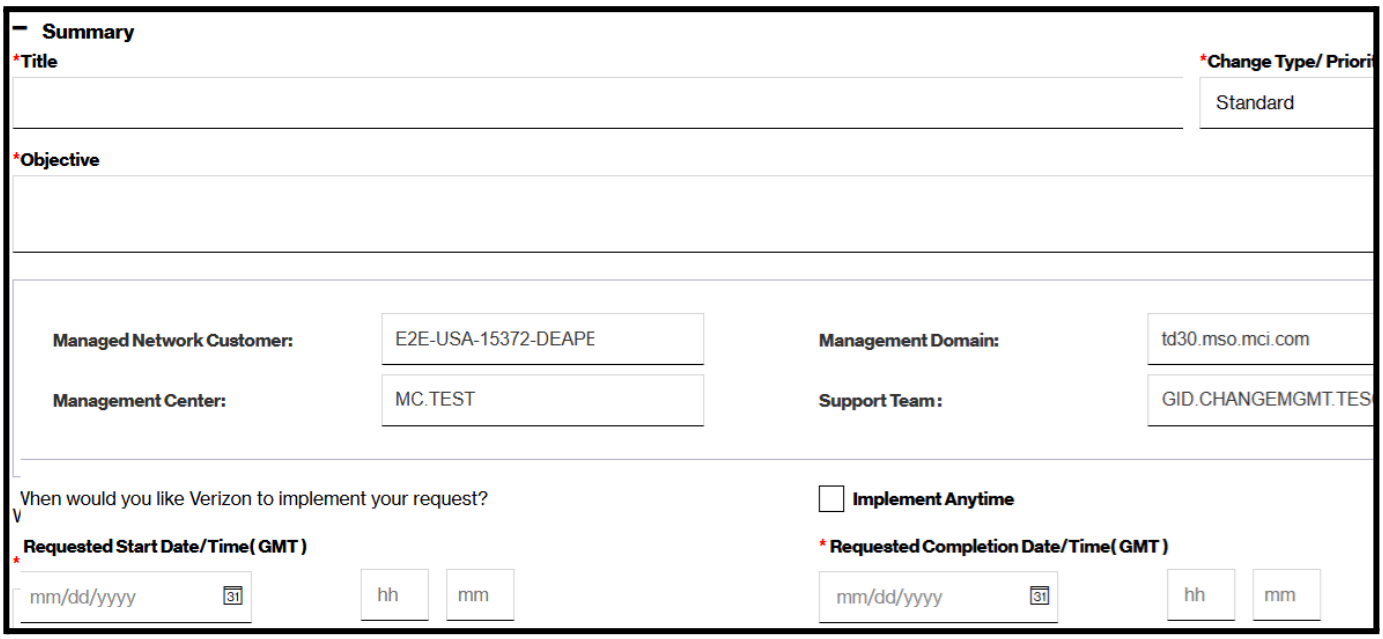
1. Go to https://enterpriseportal.verizon.com. Enter user id and password. First time VEC users will be prompted to register before use.
2. Select Service> Global Change Requests > Create service/Change requests, to go to GCM Create Request page.



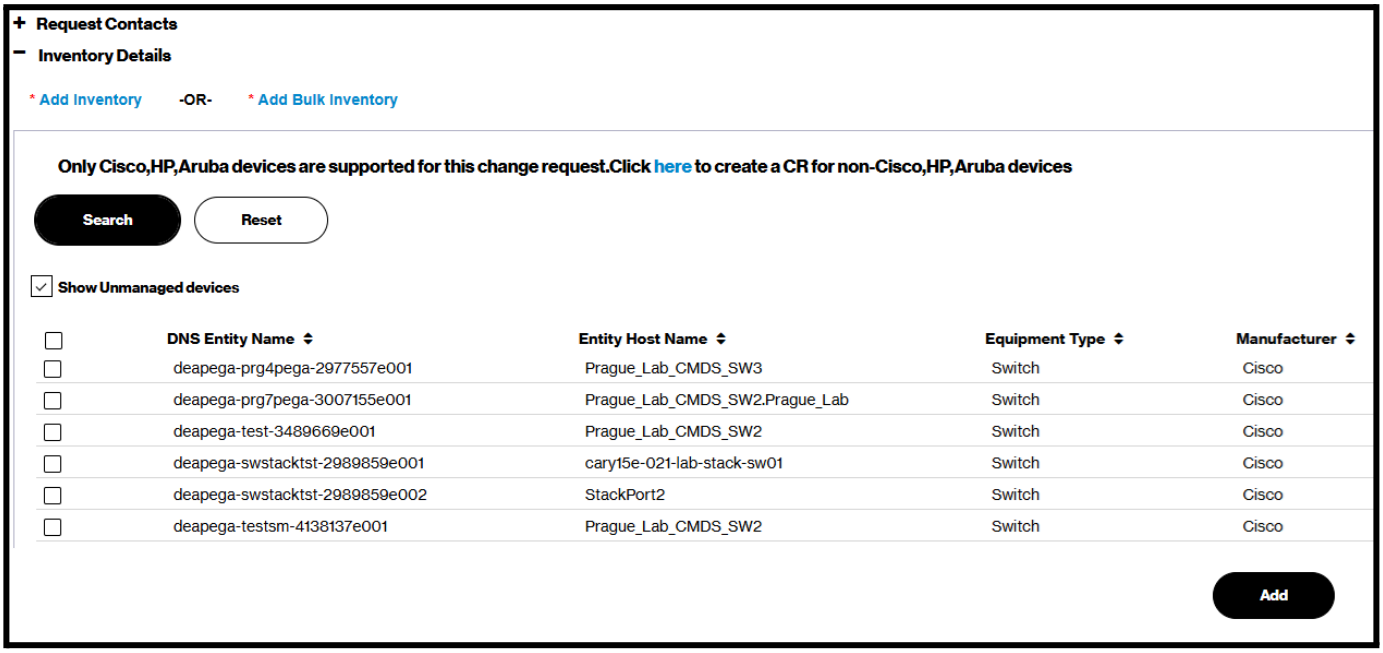
3. In the GCM Create Request page, select a customer name from the drop-down.
4. To open a change request form, select one of Category, Type, and Item that are listed in chapter "2. Automated *CTIs(Category, Types and Item and manufacturer of devices"*.



5. 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.



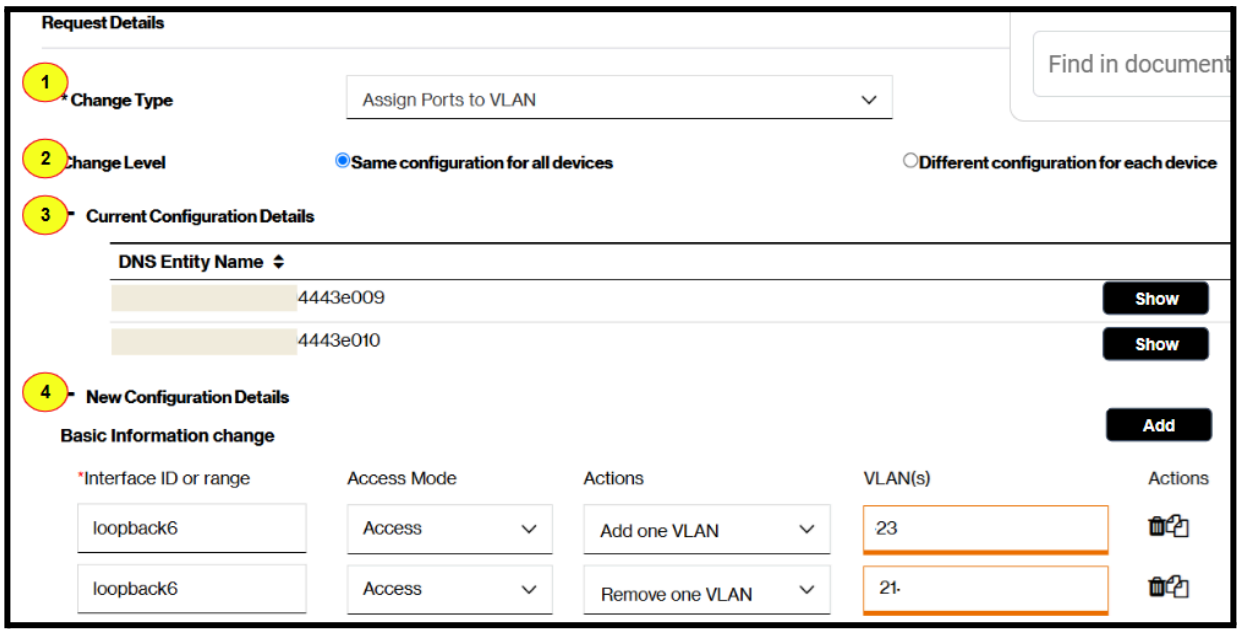
- Add Contacts to Include individuals who should receive notifications about the change.
- In the Inventory Details section, Search and add the devices to update the configuration for the selected CTI.



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

3.2.1 The structure of Request details section

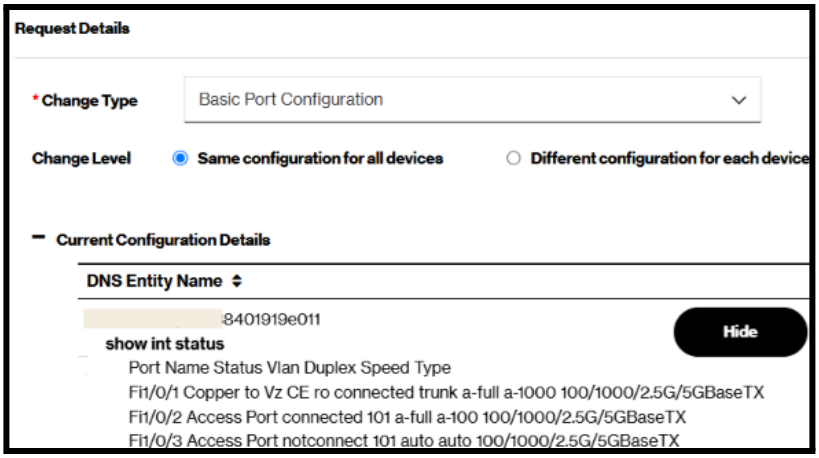
A new section , Request Details is displayed once the devices are added in the Inventory Detail section, in request form. The Request Details section consists of 4 parts.



- 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.

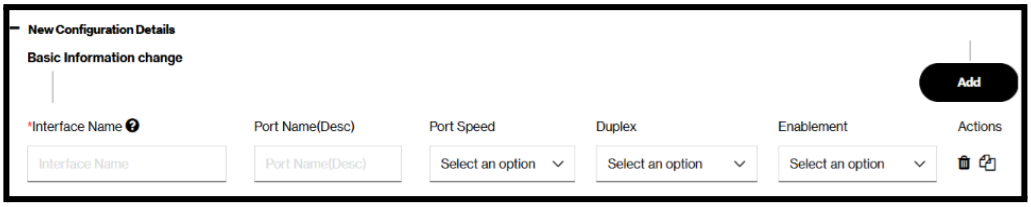
The Show button will change to the Hide button once the current configuration is retrieved and displayed. An example of the Show button below is for CTI Switch Port Modify Automated and Change type Basic Port Configuration. It shows the current configuration of switch ports.



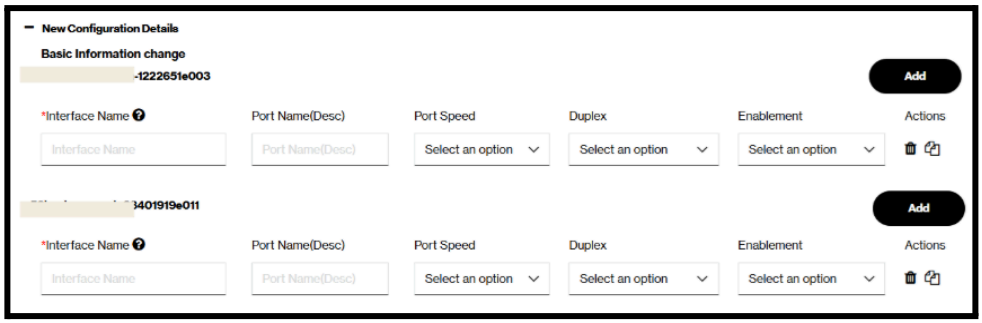
- New Configuration Details

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.

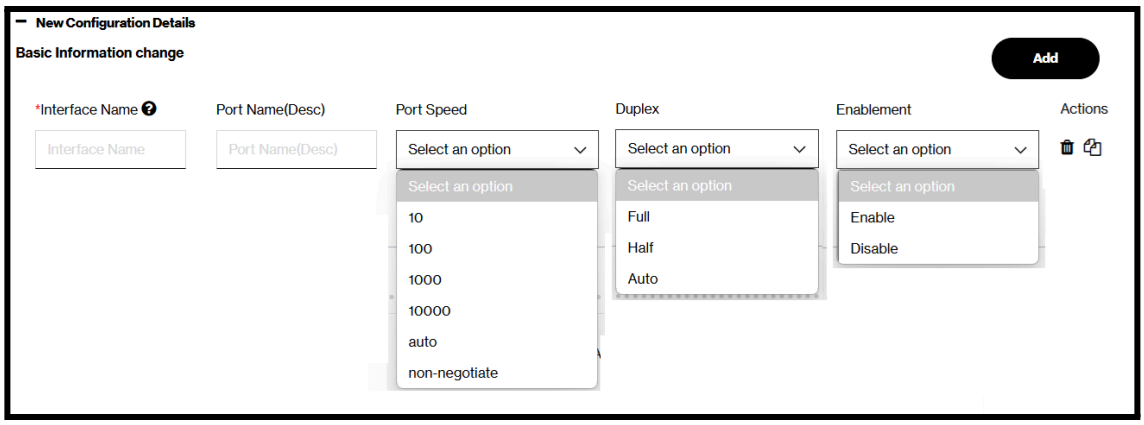


The user can add a new configuration row using Add button and copy/delete an existing configuration row in the form, using a copy and delete icon,

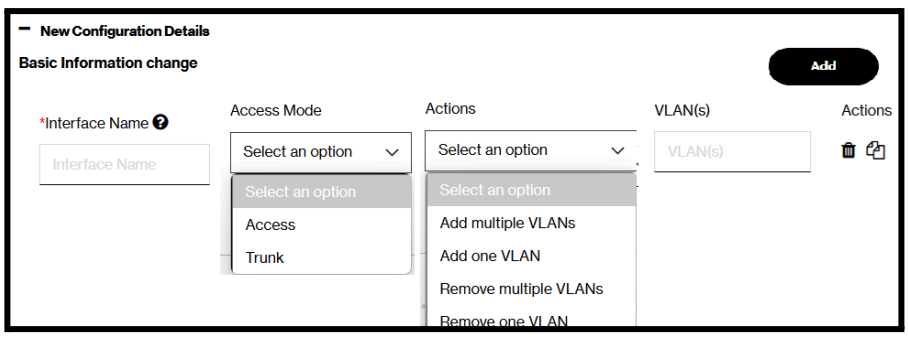
3.2.2 New Configuration Details - Switch Port Modify Automated.

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.

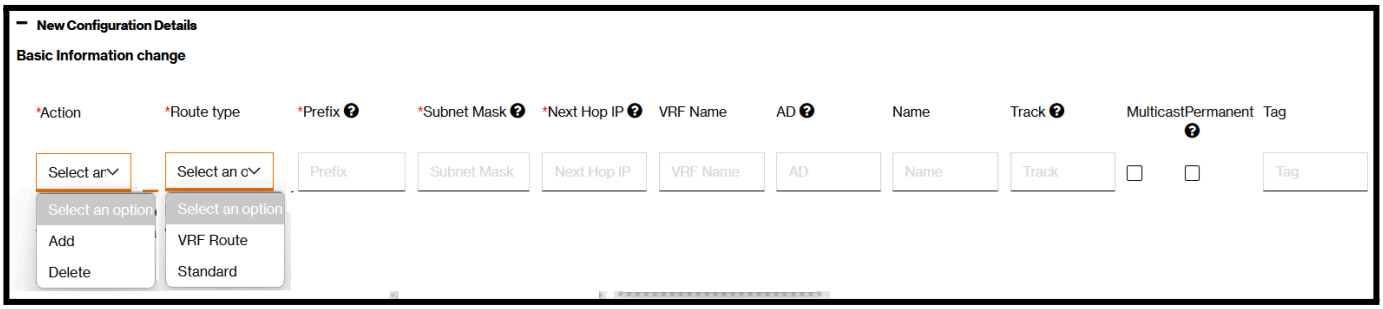


- Assign Ports to VLAN1
  Request to add port(s) on the switch to the VLAN.
  Multiple VLANs can be entered with a comma separator or as a range using a hyphen. For example, 44, 45, 46 or 44-46.



3.2.3 New Configuration Details - Static Route Configuration Automated.

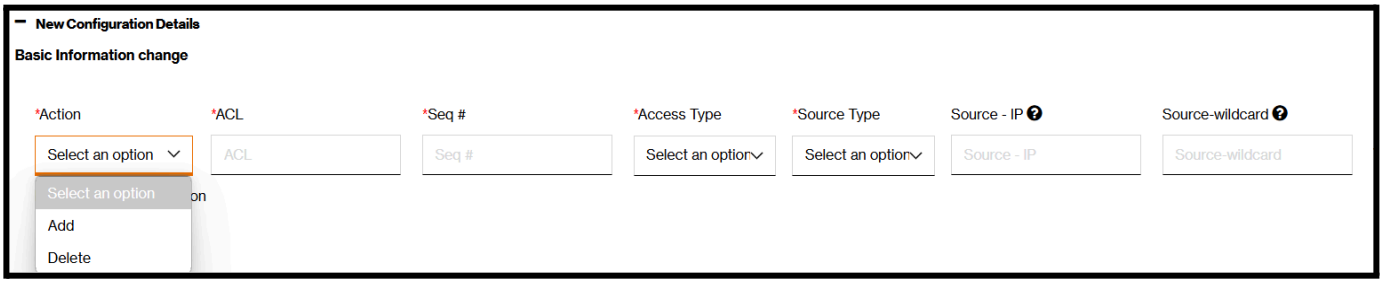
This CTI is to manually define specific routes in a network device's routing table.
If the VRF route is selected for Route type, VRF name must be entered. Permanent and track options are mutually exclusive.



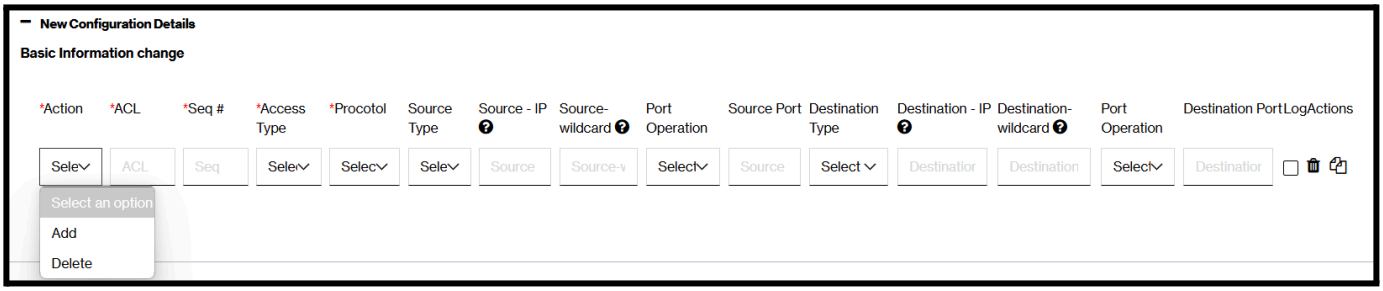
3.2.4 New Configuration Details -Modify Access List Automated

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.



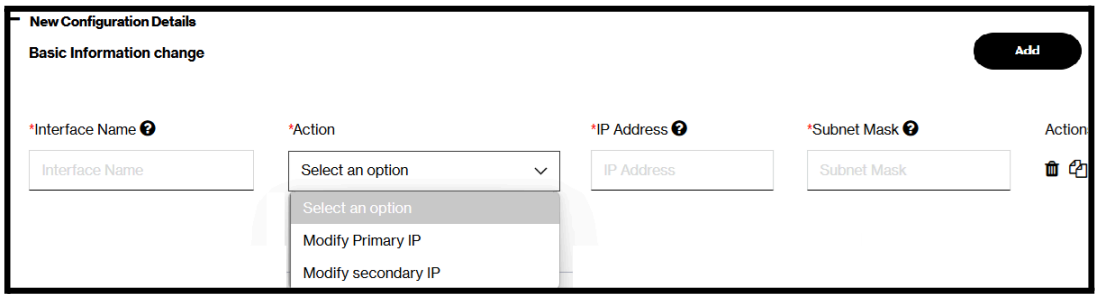
- Extended ACL is used to have more granular control by filtering based on source and destination IP addresses, protocols, and port numbers.



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

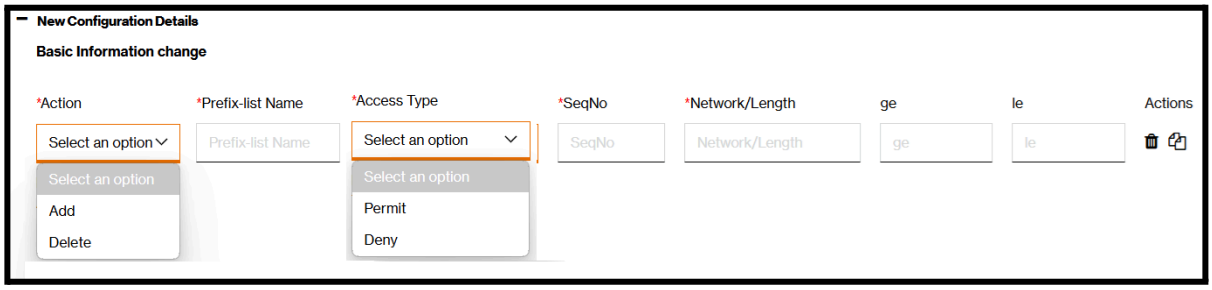
This change request supports 3 change types.

- 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.

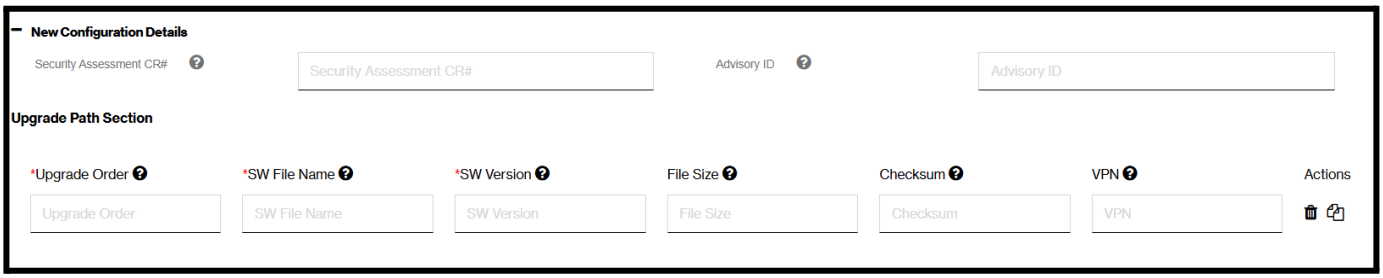


- Network statement update for BGP route advertisement
  This is to update the "network" statement used in the router's BGP configuration.
  AS number should exist in the current configuration.
  VRF name is required only when VRF is selected for the Neighbor Type field.

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.

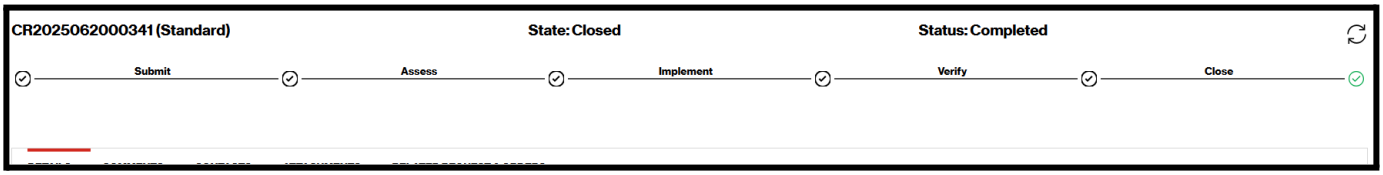
Software Vulnerability assessment CR must be entered with vendor advisory ID.
Enter upgrade order, SW file name, SW version as mandatory. File size, Checksum and VPN are optional.



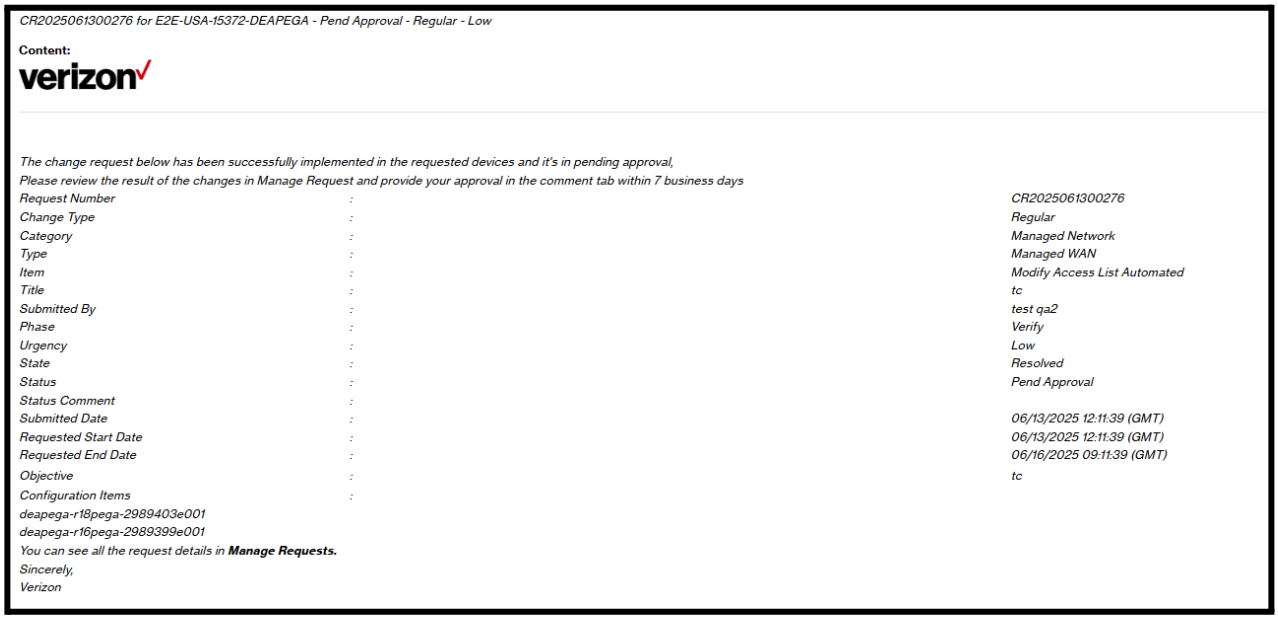
4. Status of CR

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:

verizon

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	:	

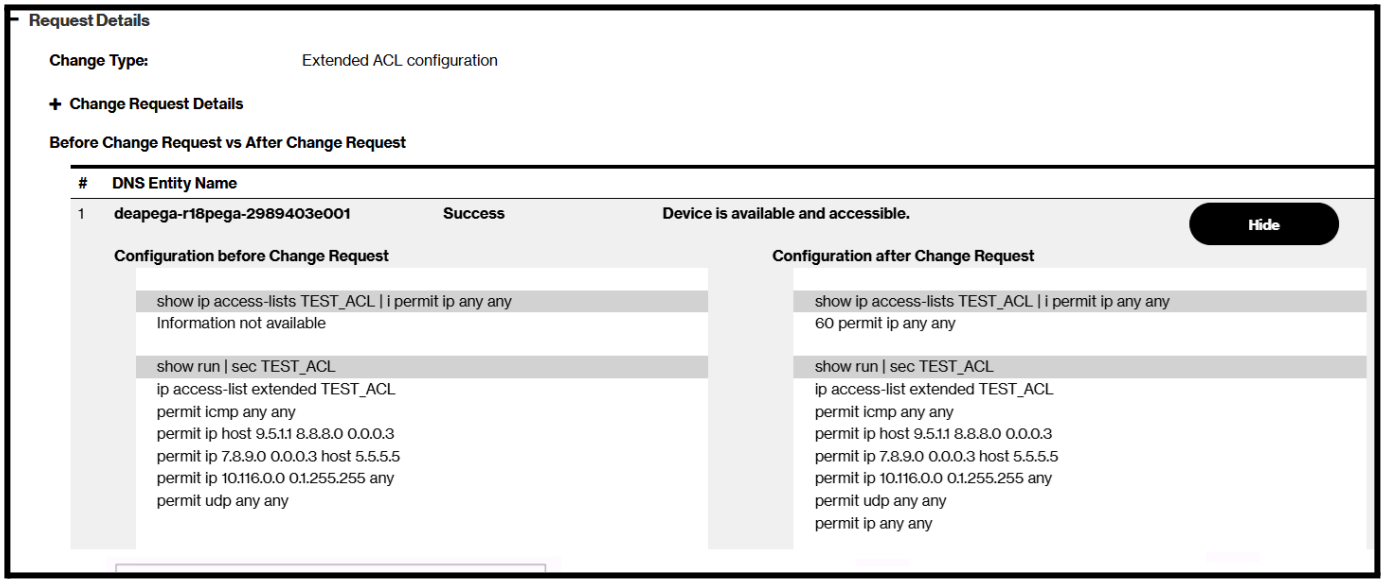
deapega-r18pega-2989403e001
deapega-r16pega-2989399e001
*You can see all the request details in **Manage Requests.***
Sincerely,
Verizon

5. Review, Approve and Rollback(Newly added)

5.1 Review the request outcome

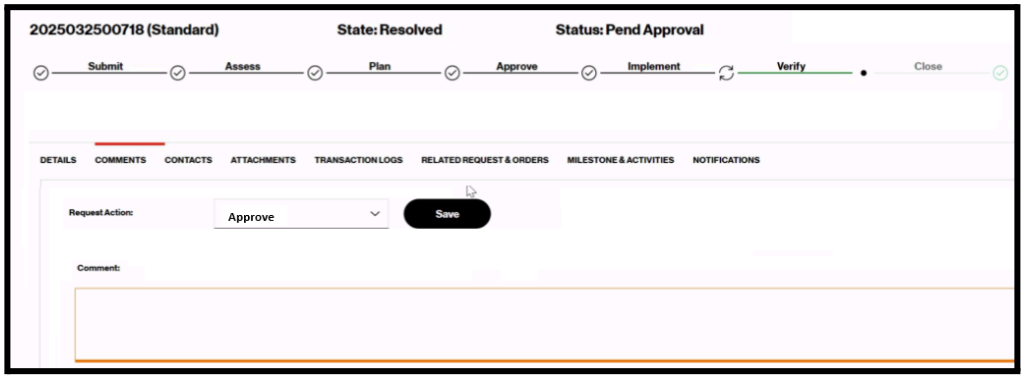
A user will receive an email when the change request is complete and ready for his review.

- 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.



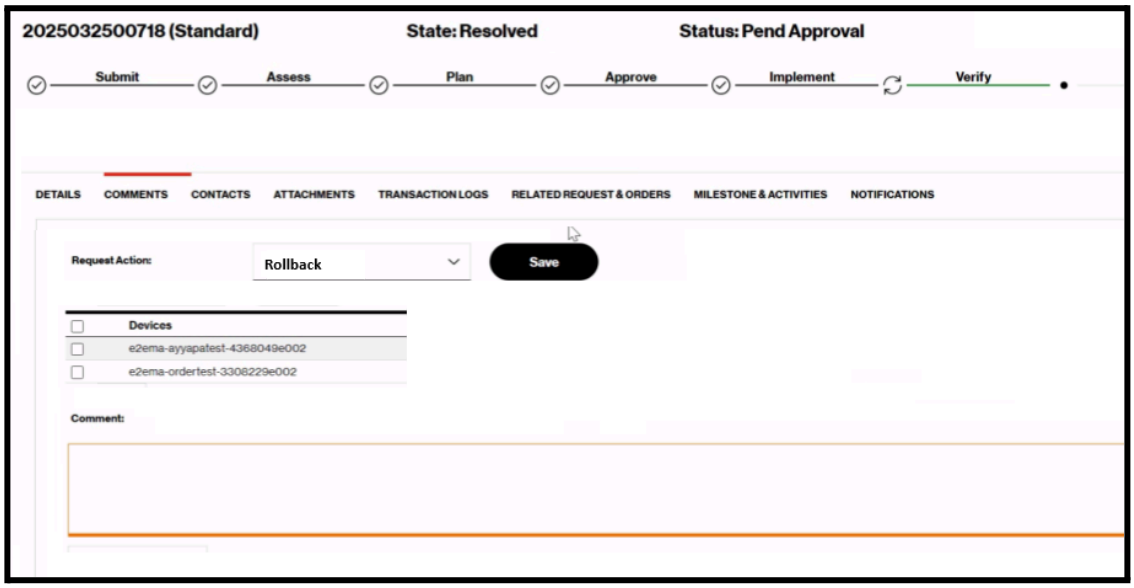
5.2 Approve the request

- 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.

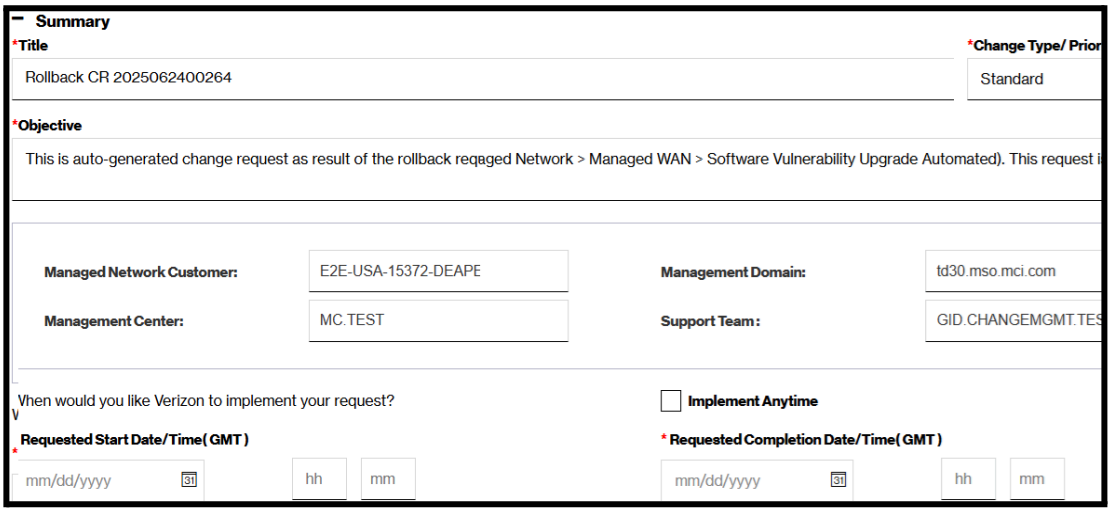


5.3 Rollback the request

- 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.