

INFORMATION TECHNOLOGY
Knowledge Asset Management
Change Control Process

This regulation supersedes Regulation 6405.

I. PURPOSE

To explain the change control process governing modifications, enhancements, new development, or ad hoc queries and reports related to enterprise information systems.

II. SCOPE

To outline the change control process from initial request to completion. The process involves the client, functional and technical staff members, and the system sponsor. Steps in the process include initial review and clarification of the requirements, processing, testing, and implementation. The scope includes all commercial and custom-developed enterprise information systems supported by the Department of Information Technology (IT).

A. Definitions

Defect is a system process or a procedure that makes the continued use of the system ineffective, inaccurate, or impossible.

Defect correction is a change to a system process or procedure necessary to eliminate a defect.

Data modification is a change to the data stored within a system, which may or may not be the result of a defect.

Enhancement is a change to an existing system that is not the result of a defect.

FASTeam members are the functional experts for the system and support the client. They also perform user acceptance testing for change requests. FASTeam refers to any enterprise information system support group even though it may not be officially designated as a FASTeam.

Integration testing is the process of testing the combined parts of an application to determine if they function together properly. The parts can be code modules, individual applications, client and server applications on a network, etc.

Maintenance refers to minor changes required to revise features and correct errors in a system already in production.

Resource is the technical staff member assigned to work on the request.

Priority class is one of three categories assigned to a change request. The categories are as follows:

- **Emergency** is an immediate need for an essential service. Emergency requests take precedence over all other requests.
- **Urgent** is a future need to meet time lines required by federal or state mandate or by School Board directive.
- **Routine** is a need not governed by time lines or mandates that may be scheduled as resources are available.

System is an automated (computerized) process through which major business functions, data collection, or reporting activities are accomplished.

System coordinator is the technical advisor to system sponsors and coordinates activities of the resources.

System sponsor is the departmental contact with approval authority for change requests.

System testing is the overall testing of requirement specifications and covers all combined parts of a computer system.

User acceptance testing is testing based on client specifications or client use over a limited period of time. FASTeam members conduct the testing, and clients may participate.

Unit testing is the process of testing particular functions or code modules. Typically this type of testing is done by the resource because it requires detailed technical knowledge of the internal program design and code.

III. PROCESS

A. Requesting Services

1. Departmental FASTeam members shall serve as the point of contact for the change control process, and they may resolve many functional issues directly.
2. FASTeam members may submit requests for system adjustments through a change management software account provided by the system coordinator or an IT-200, System Change Request form. The FASTeam then routes the request to the appropriate sponsor for approval.
3. System sponsors may submit requests directly to system coordinators for consideration.

B. Processing System Requirements and Testing

1. The system coordinator reviews the request with the system sponsor and assesses it for feasibility and resource availability. Note that the system sponsor may need to provide funding to obtain the necessary resources. If the request is not feasible or resources are not available, then the request will be placed on hold.
2. The system coordinator assigns the request to a resource for processing and unit testing.
3. Integration and system testing follow to verify that the software functions as requested. Upon successful testing, the system coordinator sends the modifications to the FASTeam.
4. FASTeam members review the test results and perform user acceptance testing. If the testing fails, the system coordinator and resource make additional adjustments. This process is followed until successful testing is achieved.

C. Software Implementation and Closure

1. The system coordinator communicates test results to the system sponsor and seeks approval to implement the changes.
2. The system coordinator implements the changes, files the system documentation, and closes the request.

IV. EMERGENCY CHANGE REQUESTS

Upon the recommendation of the system coordinator and/or system sponsor, the director of Enterprise Information Services or his or her designee may approve the implementation and deployment of emergency change requests when necessary to sustain vital school division operations. Such requests may bypass the steps outlined in section III. However, emergency changes must still be independently tested and approved in a nonproduction environment prior to deployment. Change documentation required in section III. must be completed on the next business day following the emergency change.

V. ATTACHMENT

The preferred method for submitting system requests is through the change management software. However, if access to such a system is not available, the System Change Request form, IT-200, may be used by FASTeam members and system sponsors to submit requests for changes to enterprise information systems.

Attachment



SYSTEM CHANGE REQUEST

FOR DIT USE ONLY
Request No:

Originator's Name	Date	Phone
School or Department	Date Required	
Contact for Additional Information	Phone	
Approval of Principal or Director	Date	

TO BE COMPLETED BY SYSTEM SPONSOR

System Name	
Approval of Request	Date
Priority Class: <input type="checkbox"/> Emergency <input type="checkbox"/> Urgent <input type="checkbox"/> Routine	

1. Service Requested: <input type="checkbox"/> Data Modification <input type="checkbox"/> Defect Correction <input type="checkbox"/> Documentation <input type="checkbox"/> Enhancement <input type="checkbox"/> Forms <input type="checkbox"/> Maintenance <input type="checkbox"/> New System Development <input type="checkbox"/> Query or Ad Hoc	
2. Request Mandated by: <input type="checkbox"/> State Mandate <input type="checkbox"/> Federal Mandate <input type="checkbox"/> Not Mandated <input type="checkbox"/> School Board Directive	
3. Describe the requirement in as much detail as possible. Attach supporting documentation (report requirement, etc.) where feasible.	

4. Describe the current method for accomplishing this request.

5. Describe the impact if this request is not completed.