

Banner Change Management Process

Version 5.0

Information Technology Services (ITS)

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Revision History

| Version # | Date | Author | Description |
|-----------|---------------|----------------|--|
| 1.0 | October 2005 | Sandro Gentile | Original version |
| 2.0 | April 2012 | Stacey Noah | Updated |
| 3.0 | March 2013 | Stacey Noah | Updated process based on team feedback and audit recommendations |
| 4.0 | December 2014 | Stacey Noah | Updated |
| 5.0 | October 2015 | Stacey Noah | Clarification on Process Step #4 based on feedback from Policy Committee Minor formatting |

Process Description

The purpose of this Process is to define standards for making fixes and enhancements to Banner, Carleton University's Enterprise application.

Acronyms/Terms

| Name | Description |
|------|------------------------------------|
| SCR | System (or Service) Change Request |
| BCM | Banner Change Management |
| IS | Information System |
| UAT | User Acceptance Testing |
| VSS | Visual Source Safe (Microsoft) |

Applicability

The Banner Change Management process applies to all Banner modules as well as any applications which interact with Banner and are supported by the Enterprise Application team within ITS at Carleton University.

Types of Changes

Changes to Banner are identified as one of the following:

1. SCR (Problem): identified defect that can be resolved in less than 21 days of effort. Ad hoc testing is done by Functional Tester to confirm defect is fixed and ready for production.
2. SCR (Enhancement or New Request): Identified change or additional functionality that can be delivered in less than 21 days of effort. Ad hoc testing is done by Functional Tester to confirm change/new functionality is ready for production.
3. Project (CIO or ISSC): Substantial change or additional functionality that requires 21 days or more of effort to complete. Projects are initiated with a Proposal and follow the ITS IT Delivery Process. Test Plans and Test Scripts are developed by either the Business Analyst (ITS) or the Subject Matter Experts (Users). Testing is completed by the users. The Sponsor or Sponsor – delegate approves the solution is ready to move into production once user acceptance testing is complete.

Banner Change Management Authorizers

The following Tables identify all personnel authorized to approve changes to Banner:

Finance Information System (FIS):

| Name | Area |
|-----------------|---------------------------------------|
| Sandra Nelson | Financial Services & Student Accounts |
| Douglas Sanders | Financial Services & Student Accounts |

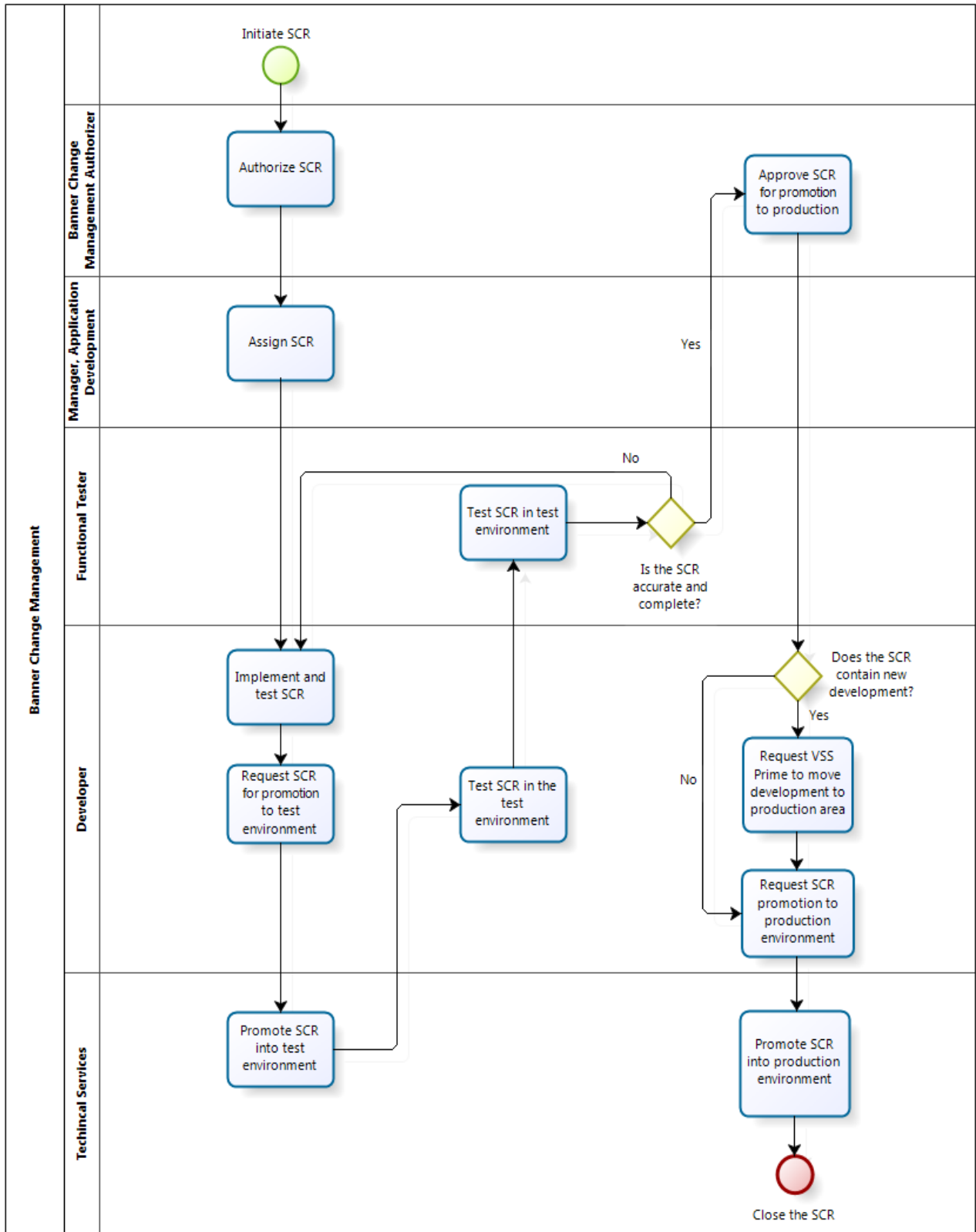
Human Resources Information System (HRIS):

| Name | Area |
|---------------|---------------------------------|
| Terrence Odin | Human Resources (Department of) |
| Vicky Wiens | Human Resources (Department of) |

Student Information System (SIS):

| Name | Area |
|---------------------|--|
| Jackie Carberry | Admissions (Undergraduate) |
| Randy Olson | Advancement (Department of University) |
| Sarah Clarke | Advancement (Department of University) |
| Mark Robinson | Awards and Financial Aid |
| Faheem Affan | Awards and Financial Aid |
| Douglas Sanders | Financial Services (Student Accounts) |
| Sandra Nelson | Financial Services (Student Accounts) |
| Glendy Wong | Graduate and Postdoctoral Affairs |
| Wayne McGee | Graduate and Postdoctoral Affairs |
| Karen Haarbosch | Housing and Residence Life Services (Department of) |
| Terrence Odin | Human Resources (Department of) |
| Vicky Wiens | Human Resources (Department of) |
| Sue Gilmour | Office of Institutional Research and Planning (OIRP) |
| Valerie Pereboom | Office of the Provost and Vice-President (Academic) |
| Petr Srna | Recruitment (Undergraduate) |
| Anshul Singh | Registrar's Office |
| Dan Begin | Registrar's Office |
| James Moretton | Registrar's Office |
| Kelly Lauzon | Registrar's Office |
| Kitty Krupop | Registrar's Office |
| Lisa Chow | Registrar's Office |
| Mary Au | Registrar's Office |
| Jamie Carmichael | Scheduling and Examination Services |
| Julia Piatigorskaia | Scheduling and Examination Services |

Process Definition



Process Narrative

1. Initiate an SCR

Enhancements or fixes can be requested through e-mail or a formal SCR. The description of the change must contain as much information as possible with regards to the request, including relevant documents being attached if necessary.

Any changes requested must be encapsulated into a formal SCR and be authorized by a Banner Change Management Authorizer prior to being reviewed by the Manager, Application Development.

2. Authorize the SCR (BCM Authorizer)

The BCM Authorizer performs analysis, approves and authorizes the request.

3. Assign the SCR (Manager, Application Development)

The Manager, Application Development reviews the SCR to assess the priority and available resources; and then assigns the SCR to a Developer.

4. Implement and test the SCR (Developer)

The Developer reviews the SCR for viability and effort. If there is not sufficient information, or if there is a concern or issue with the SCR as defined, the Developer may assign the SCR back to the BCM Authorizer for more information, or use e-mail for further communication. The Developer will also communicate the estimated work effort of the SCR to the Manager, Application Development so as to ensure appropriate planning and work prioritization is done.

All communications of additional requirement detail will be included in the SCR by either the Developer or the BCM Authorizer.

The Developer implements and tests the changes for the SCR.

Once the Developer feels the changes are complete, the Developer will update the SCR with information such as:

- comments regarding what the issue is
- how it was solved
- description of scenarios that should be tested/reviewed by the user
- what files/packages were changed

5. Request SCR promotion to the test environment (Developer)

The Developer assigns the SCR to the Technical Services team for promotion to a test environment.

6. Promote the SCR to the test environment (Technical Services)

A member of the Technical Services team promotes the changes to the test environment so that they are accessible to the Developer, Functional Tester and BCM Authorizer for testing. Once the promotion is complete, the SCR will be assigned back to the Developer.

7. Test the SCR in the test environment (Developer)

Once the promotion is complete, the Developer conducts final testing to ensure the SCR is working as expected and then assigns the SCR to the Functional Tester.

8. Test the SCR in the test environment (Functional Tester)

The BCM Authorizer delegates a Functional Tester to test the SCR. The Functional Tester tests the changes in order to ensure that they meet expectations.

If the testing reveals issues, the SCR is assigned back to the Developer to continue working.

9. Approve the SCR for promotion to production (BCM Authorizer)

It is the responsibility of the BCM Authorizer to ensure the testing done by the Functional Tester is accurate and complete. Once they are satisfied that the SCR meets expectations, the SCR is updated with their approval and assigned back to the Developer.

If the SCR contains new development work that does not exist in the production environment, the SCR is assigned to the VSS (Virtual Switching System) Prime.

10. Requests VSS Prime move development to production area (Developer)

The Developer assigns the SCR to the VSS Prime in order for new development work to be moved into the appropriate production development tree.

11. Requests SCR promotion to production environment (Developer)

Once the SCR has been tested by the Functional Tester and is considered complete by the BCM Authorizer, the Developer assigns it to the Technical Services team for promotion to the production environment.

12. Promote the SCR into the production environment (Technical Services)

A member of the Technical Services team promotes the changes to the production environment.

13. Close the SCR (Technical Services)

Once the SCR is available in the production environment, a member of the Technical Services team closes the SCR.