

Policy

Changes made to application software must follow TIA's formal change control procedures. The change control procedure must be used for significant changes to software made by internal TIA personnel or external maintenance and supply vendors. Change requests must be submitted via a [Project Change Request Form](#).

Policy Purpose

The intention of this policy is to require a formal and written change control process for the development of production business applications. The benefits of a formal change control process include more up-to-date documentation, greater system stability (with consequent improvements in system availability), and a more structured systems environment which is more easily controlled and managed.

References

- COBIT— Acquisition and Implementation, 3.0 Acquire and Maintain Technology Infrastructure, Section 3.6

Related Policies

- Software Security
- Software Installation

Related Procedures

- Application Software Testing
- Software Promotion into Production

Application Program Changes


Procedure Owner: VP of IT

This procedure must be followed when requesting changes to applications, such as:

- JD Edwards Accounts Receivable

The procedure for requesting and making application program changes consists of the following steps:

Responsibility	Step	Action
Department Managers	1.	A written request for any changes to an application program is sent to the appropriate Vice President.
Department Managers	2.	An end user is identified for testing the changes.
VP of Technology	3.	The change request is approved or denied: <ul style="list-style-type: none"> • If change is approved, specifications are provided to the appropriate programmer. • If the change is denied, the requesting manager is notified.
Application Programmer	4.	The intent of the request is validated by communicating with the requesting party in person, or via phone or e-mail.
Application Programmer	5.	The requested changes are made.
Application Programmer	6.	The end user is notified when the changes are ready to test in the test system.
End User	7.	The changed program is tested within 24 business hours of notification.
End User	8.	Any problems encountered during testing are provided to the application programmer.
Application Programmer	9.	Any problems encountered during testing are corrected and the end user is notified when the changes are ready to test again..
End User	10.	The changed program is tested within 24 business hours of notification.
Application Programmer	11.	The final changes are sent to the VP of Technology for review and approval.

Responsibility	Step	Action
VP of Technology	12.	<p>The final changes are reviewed and approved.</p>  <p>NOTE The Assistant Director of Technology can approve the changes if the VP of Technology so designates.</p> <ul style="list-style-type: none"> • If the changes are not approved, the program is sent back to the application programmer for modification. • If the changes are approved, the following information is noted in the program documentation: <ul style="list-style-type: none"> - Date of request - Date of approval - Date of implementation - Name of approving manager
VP of Technology	13.	<p>A note is sent to Support Services to enter the change request and the project completion status into the Remedy system. The note is either made in the Remedy system or is sent via an e-mail message.</p>
Support Services	14.	<p>The changed and approved program is promoted to the Production system.</p>

Risk Description

The risks associated with this procedure are minimal due to the following controls:

- Testing is performed in a test system.
- The testing is performed by someone other than the programmer.
- The code is moved to production by someone other than the programmer.

Documentation and Retention

All documentation related to program changes is retained as long as that version is in production.

Last Revision

June 16, 2004