1 – IT POLICY

A change to a Datatel administrative system will only be made when

a. alternative solutions, including changes in office procedures, have been explored and have been determined to be unsuitable,
b. the change does not affect Datatel's processing logic or flow of data, and
c. the change is necessary for the continued effective use of the administrative system.

When these conditions are satisfied, a change may be made in accordance with the following procedures.

2 - CHANGE MANAGEMENT PROCEDURES
2.1 Purpose
Change management procedures minimize the risk associated with making a change and ensure that the change:
   a. is properly authorized,
   b. effectively uses Information Technology (IT) resources, and
   c. is tested and documented prior to implementation.

2.2 Initiation
A change request may be made via the IT Service Request System (SRS). The requestor should describe the change and the reason for it.

2.3 Change Request Documentation
If after consulting with the requestor to explore alternative solutions, the IT Analyst concludes that the conditions in section 1 of this policy have been satisfied, the IT Analyst will document the request including:
   a. identifying Requestor, the request date, the Datatel application and/or module affected and the person or persons who must approve the change;
   b. describing the change and the reason for the change; and
   c. summarize the impact the change will have on the system.

2.4 Approvals
The Datatel software changes must approved by the following module owners:
   a. in the case of the Financial Aid system, the Director or Assistant Director of Financial Aid;
   b. in the case of the Colleague Financials system, the Controller or Assistant Controller;
   c. in the case of the Student system, except Accounts Receivable and Cash Receipts, the Director or Assistant Director of Records and Operations;
   d. in the case of the Accounts Receivable and Cash Receipts systems, the Director of Student Accounts;
   e. in the case of the Residence Life system, the Director of University Housing;
   f. in the case Human Resources system, the Director or Assistant Director of Human Resources.
In addition, any change which will alter the source code in the Datatel system will be presented to the Administrative Services Department for advice before the change is made.

2.5 Software Modifications
The IT Analyst will develop the software modification specifications. If the change affects Datatel supplied code the IT Analyst will make a backup of the original Datatel code and make the required change(s), in the test environment for testing.
The IT Analyst will then notify the requestor that the change is available for testing and will provide testing guidance and/or considerations.
Any problems discovered by the requestor will be directed to the IT Analyst who will ensure that appropriate modifications are completed.

2.6 Change Request Sign-off
Once the module owner and requestor(s) are ready to approve the change, the
3 - Authorizations and Approvals

Authorizations and approvals must be in writing and may be given by email or by annotating the associated service request.