



VCU

Policy on change management

Policy Type: Local

Responsible Office: Office of Development and Alumni Relations

Initial Policy Approved: 12/2012

Current Revision Approved: 12/2012

Policy Statement and Purpose

Advancement Services manages and records all changes to applications and vendor systems supported by Advancement Services. Advancement Services documents all changes and notify users of system changes.

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Who Should Know this Policy?

All Office of Development and Alumni Relations Advancement Services staff are responsible for knowing this policy and familiarizing themselves with its contents and provisions.

Definitions

Advancement Services

Advancement Services is managed by the associate vice president for Advancement Operations and oversees the following service functions for the Office of Development and Alumni Relations and the university: Information Technology and Online Services, Gifts & Records Management, Prospect Research and Campaign Data Analysis, and DAR Finance and Administration

Advancement Services manages application development and data integrity in Millennium and other systems, provides application training to users and ensures security for information in the DAR databases, in accordance with university IT policy. It is also responsible for gift processing; managing the development and production of reports, including fundraising analysis; data files for solicitations or project and alumni statistics; technical management of the division's Web space for both internal and external users; and management of the department's budgeting, expenditures and human resource functions.

Advancement Services systems

All systems managed by Advancement Services, including, but not limited to, Millennium, Development and Alumni Relations intranet and Internet sites, online reporting center, online giving and payments, online event registrations and event registrations, e-communications and the alumni website and alumni portal.

Vendor

Any company or individual with a contract with VCU or its affiliated foundations for services or other reason.

User

An employee with an active login to a DAR system.

Major update

A change or new feature addition that impacts the process or workflow of a system, typically new features, screens or options that are added to enhance the functionality of software. A major update could impact system access and availability.

Minor update

A small change that does not have an impact how users use a system, typically bug fixes, new fields or back-end changes that have no direct impact on the functionality of the software. Minor updates have no impact on system availability.

Source control

For applications developed by Advancement Services, all incremental code changes are recorded in the Advancement Services' source control system. Documentation on what was changed should be included with every saved version of the source code. Source code should also be appropriately commented. Versions of the application that are published to production should be saved in source control and labeled as release versions.

Related Documents ---

- VCU Technology Services Change Management System (<http://www.pubapps.vcu.edu/changes/>)

Contacts ---

The Office of Development and Alumni Relations officially interprets this policy. The Office of Development and Alumni Relations is responsible for obtaining approval for any revisions as required by the policy Creating and Maintaining Policies and Procedures through the appropriate governance structures. Please direct policy questions to the Advancement Services IT Manager or the associate vice president of Advancement Operations.

Procedures ---

User notification

- All system users are notified via email of changes that are classified as major updates and where system availability will be impacted.
- Additionally, notification is posted on the DAR intranet for major updates that are limited to the introduction of new features.
- The email addresses of system users are collected when the user is granted access to the system.
- Notification is given with as much notice as possible. If extended system downtime is expected, then up to a week of notification time is given.

Internal notification

- If system changes do not directly impact the user and do not have any impact on system availability, then the change is recorded in the source control system or the Advancement Services Help Desk system, and users are not notified.

- All major updates are recorded in the Help Desk system and the source control system.
- Minor updates can be recorded in source control only.

Publishing updates

- All updates to systems and applications must be tested on the test server before being implemented on the production server.
- For major updates, changes must be reviewed and tested by the primary developer and at least one additional DAR staff member.
- For updates to Millennium, testing must be conducted by end-users and reporting and Online Services staff to ensure application and integrated systems integrity before the production system is updated.
- Updates are published to systems without approval from the Advancement Services web application development manager.

Forms

This policy has no forms.

Revision History

This is the initial version of this policy.

FAQs

This policy has no FAQs.