Policy Name: Administrative Systems Software Changes

Policy Number: 16.2

Is this policy new, being reviewed/revised, or deleted? Review/Revise

Date of last revision, if applicable: 4/23/2013

Unit(s) Responsible for Policy Implementation: Provost and Vice President for Academic Affairs

Purpose of Policy (what does it do): Indicates the responsibility for changes/upgrades/patches in critical technology systems

Reason for the addition, revision, or deletion (check all that apply):
- [x] Scheduled Review
- [ ] Change in law
- [ ] Response to audit finding
- [ ] Internal Review
- [ ] Other, please explain:

Please complete the appropriate section:

Specific rationale for new policy:

Specific rationale for each substantive revision: In accordance with state requirements, the Chief Information Officer (CIO) is noted as the responsible party for changes/upgrades/patches in critical technology systems. In accordance with state requirements, the CIO is responsible for approving or rejecting changes/upgrades/patches. Streamlined the language for ease in reading.

Specific rationale for deletion of policy:

Additional Comments:

Reviewers:

Academic Affairs Policy Committee; Judy Abbott, Chair
Steve Bullard, Interim Provost and Vice President for Academic Affairs
Administrative Systems Software Changes

Original Implementation: January 19, 1999
Last Revision: April 23, 2013

Administrative systems software changes are the responsibility of Information Technology Services (ITS) in conjunction with Enterprise Resource Planning (ERP) systems module owners. ERP systems include, but are not limited to, Banner, Raiser’s Edge, and Odyssey.

Software changes to the university’s ERP systems allow each system to:

A. Meet the changing needs of the user community and system owners.
B. Provide patches when problems are encountered.
C. Provide upgrades to the systems as new features are added.

Changes to software modules in the ERP system are requested by the module owners or designee(s). All requested changes are then evaluated and either approved or rejected by the Chief Information Officer as a solution for the problem or need they address by the appropriate team lead within Information Technology Services (ITS) and are approved or rejected for application to the system. If the changes are approved, ITS will assign staff to complete the programming for the modifications.

Application of Software Changes

The following procedures provide appropriate checks and balances for software modifications.

A. The database administration staff (DBAS) is exclusively responsible for performing changes to the production software modules in the ERP system.
B. Candidate code is tested in the test system by the ITS programming staff and the module owner or designee(s).
C. After the candidate code has been successfully tested and evaluated for correct function, the module owner may request that the DBAS move the code to the production module.
D. Once the DBAS completes the move process, the new code is ready for use in the production ERP system.
E. The module owner or designee(s) will then verify that the new code is functioning appropriately in the production environment.

Cross Reference: None

Responsible for Implementation: Provost and Vice President for Academic Affairs
Contact for Revision: Director of Information Technology Services, Chief Information Officer
Forms: Account Authorization Form

Board Committee Assignment: Academic and Student Affairs