



Title: **WEB Application Maintenance Change Form**

Date:

SECTION A – REQUESTOR INFORMATION

Requester:

Phone:

Date:

SECTION B – CHANGE DEFINITION

DESCRIPTION: Describe the change.

REASON FOR CHANGE: Describe the reason for the change

SECTION C – PREAPPROVAL SIGNATURES

System Owner:

Date:

Change Manager:

Date:

SECTION D – IMPLEMENTATION CHECKLIST

Comments:

1) Change Management Opened.

Performed By:

Date:

2) Change is Developed.

Performed By:

Date:

3) Change is Tested or Staged.

Performed By:

Date:

4) Change is Released to Production.

Performed By:

Date:

5) Change Management is closed.

Performed By:

Date:

SECTION E – CLOSURE SIGNATURES

System Administrator

Date:

Technical Analyst:

Date:

Security Administrator:

Date:

System Owner:

Date:

Change Manager:

Date:

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Directions:

Please fill out this form completely. It is important to provide answers that are as thorough as possible. Attach additional comments as needed.

Responsibilities:

1. It is the responsibility of the Requestor to initiate the change process, to coordinate the change efforts, to supply presentational elements as needed, and accept changes as a result of acceptance testing.
2. System Owners are responsible for the accuracy, relevance, usefulness, and content of web pages produced by and used with the WEB application. It is also the responsibility of the System Owner that the application meet EISS standards. The System Owner must approve maintenance changes prior to implementation and sign again to close the change.
3. It is the responsibility of the Change Manager to ensure that the appropriate forms are filled out, that the appropriate and valid approvals are obtained, and that the implementation process is followed. The Change Manager is responsible for organizing and securing change management documentation for auditing. The Change Manager must approve maintenance changes prior to implementation and sign again to close the change.
4. It is the responsibility of the system Administrator to ensure that transfer of web data from the testing/staging server to the production server is complete, timely and in accordance to any special instruction documented on the change form and supplement documents. The System Administrator is also responsible to ensure system changes that are beyond normal maintenance scope are executed only with appropriate authorization and procedures. The System Administrator must approve all maintenance changes.
5. It is the responsibility of the Technical Analyst to ensure that the application and impact definitions accurately convey the intended change. The Technical Analyst is also responsible for coordinating the development of application changes to meet the change request. The Technical Analyst must approve all maintenance changes.
6. It is the responsibility of the Security Administrator to review changes to the application that effect security control, identify security concerns, and recommend remedies. The Security Administrator must approve maintenance changes that have been identified by the Change Manager as effecting security control.

Procedure

1. The requestor fills out Section A of the "WEB Application Maintenance Change Form":
 - Requestor -The Requestor's Name.
 - Phone -The Requestor's Telephone Number.
 - Date -Date the form was initially filled out.

2. The Change Manager and Requestor jointly fill out Section B:
 - Application -The Name/ID of the application/system being changed.
 - Impact -Check blocks that apply:
 - PRESENTATION if changes are restricted to basic HTML, graphic images, electronic documents or similar non-application elements.
 - APPLICATION if changes affect HTML forms, HREF anchors populated by a database, java scripting logic, etc.
 - Description – With requestor input, briefly describe the change.
 - Reason for Change – With requestor input briefly justify the change.

3. The System Owner, then Change Manager authorize the change request in Section C of the form.

4. The Change Manager fills out section D, annotating any special requirement, and tracking the implementation of the change:
 - Change Management Opened – All required pre-approvals are obtained.
 - Change is Developed – Changed material is available for test
 - Change is tested or staged –Tested and accepted for release.
 - Change is released to production – Placed in production and archived for recovery.
 - Change Management is closed – Change completed, closure signatures obtained.

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5. The Technical Analyst, if the application is impacted, directs development of application changes. The following sub-process is suggested.
 - Retrieve instance of application in development environment.
 - Apply changes to meet the requirements provided. This includes utilizing presentational elements supplied by the requestor, arbitrating remedies which best meets the design change intent, and initiating system changes if needed.
 - Place changed application in test environment for acceptance testing.
6. The System Administrator, if the application is not impacted, places presentational elements supplied by the requestor to the test environment for acceptance testing.
7. The Requestor and Tech Analyst (if required by the Tech Analyst) test the changed application and make corrections to reach an acceptance level.
8. The Tech Analyst (if required by the Tech Analyst) stores one copy of the changed application in a secured vault and provides a second copy for production release.
9. The System Administrator publishes the new application version to production, adhering to scheduling and other special instructions if required.
10. The System Administrator then notifies all approving parties of the completion of the implementation. The Change Manager changes the request by gathering closure signatures