ISR Business Production – Change Control Guidelines

Maintenance Roles

- QA
  - BP Web Request with PFM approval
- PROD
  - Change task assigned to ISR – Business Production
  - Change request must be approved
- Emergency
  - Contact NCS operator at 3699 and ask them to contact BP on-call
  - An approved CR is required but can be done the next day

Checklists/Batch program transfer/Oneshots

- QA
  - Change task assigned to ISR – Business Production. Use one task per instance (DEV, QA, PROD).
  - For Banner checklists: requires a Banner CR approved by the CCB
- PROD
  - Change request must be approved by Wednesday 14:00

Production Change Control Window

- Wednesdays from 14:00 – 18:00 (Banner items from 16:00 – 18:00)
- uApply downtime is required while processing Banner checklists.
- All ISR changes to production systems are done during the change control window unless the change is an emergency, if it has been expedited, or if there are other requirements for off-hours implementation.

Emergency and Expedited Production Changes

- If you need to implement a change outside of the Wednesday window you must follow the steps below
- Prepare your CR and send an email to the ISR CEC Team email group requesting approval.
- Members of the CEC will review your request and may ask questions before approving.
Deadlines

- Approvals must be received by Wednesday 14:00. Late approval will prevent the change from being implemented and cause a week delay.
- BP business hours are 08:00 – 17:00. Any requests received outside of these hours will be processed during the next business day.