

COMMONWEALTH OF PENNSYLVANIA DEPARTMENT'S OF HUMAN SERVICES, INSURANCE AND AGING

INFORMATION TECHNOLOGY PROCEDURE

Name Of Procedure: System Implementation Review Board (SIRB)	Number: PRO-IOS007
Domain: Operations and Support	Category: Service Levels / SIRB
Date Issued: 08/26/2004	Issued By: DHS Bureau of Information Systems
Date Revised: 08/10/2015	

General:

The System Implementation Review Board (SIRB) consists of representatives from the Division of Information Systems' main organizational units: the Division of Technology Engineering (DTE), the Division of Infrastructure Management and Operations (DIMO), and the Division of Enterprise Applications (DEA). Requestors must present a request for any application changes that affect the production environment.

The purpose of this document is to outline the System Implementation Review Board (SIRB) process for application implementations.

Procedure:

Roles and Responsibilities

The System Implementation Review Board (SIRB) is comprised of representatives from the Division of Technology Engineering (DTE), the Division of Enterprise Applications (DEA) and the Division of Infrastructure Management and Operations (DIMO). Directors and their designees, usually Division Chiefs, represent their organizational area. These representatives are tasked with evaluating the impact of a change and scheduling changes so that conflicts are minimized or eliminated. They are empowered to approve, reject, defer, or reschedule changes as necessary to maintain performance levels in the production environments, and to enforce the Change Board process. The goal is to ensure that changes are made in accordance with existing standards and in line with optimal operational efficiency. The Board will determine request scheduling and prioritization, and assign alternate dates at its discretion.

The current System Implementation Review Board membership is as follows:

Organization	Member	Designee	Backup
Division of Technology Engineering (DTE)	Cliff VanScyoc, Director	Stacey Borger, Database; Walt Knight, Mainframe; Howard Eckman, Server	
Division of Enterprise Applications (DEA)	Kevin Gray, Director	Mike Light	Alicia Foy, Shane Roadcap
Division of Infrastructure Management and Operations (DIMO)	Mark Green, Director	Robert Divittore, Mainframe;	Wayne Vols

Meeting Schedule

The requestor submits an Application Implementation Request (AIR) request via the normal Quality Assurance process or Configuration Change Request program management offices to the respective portfolio manager. Once the required supervisory and user approvals are in place, the requestor should appear at a SIRB meeting to present their request.

Presentations are informal and are accepted at one of three weekly meetings.

The SIRB meets three times per week, as follows:

Date/Time	Location
Mondays, 11:30am	Room 31, Willow Oak Building
Wednesdays, 1:30 pm	Room 31, Willow Oak Building
Fridays, 10:30 am	Room 31, Willow Oak Building

Element Transfer Requests, Application Implementation Requests and Change Requests are reviewed on Mondays, Wednesdays, and Fridays. For more information on the Change Requests Process, see System Implementation Review Board (SIRB) [SIRB \(formerly CMB\) Process](#)

Request Process

Application Implementation Requests (AIR's)

The [Application Implementation Request form](#) is used for applications changes that are submitted to the Quality Assurance Unit for processing. The requestor should submit the AIR to 'OIS QA Request' according to established [QA procedures](#) including the customary user and supervisory approvals. After the testing, approvals, and QA submission process is complete, the requestor should appear at the System Implementation Review Board (SIRB) meeting to present their request to the Board. The requested implementation date should be no less than 8 calendar

days from the date that the request is presented to the board, and the presenter should be prepared to answer specific questions related to the change. If questions are posed and the presenter is unable to offer a sufficient response, the request may be deferred or rejected, resulting in additional lead time prior to implementation.

Electronic Transfer Requests (ETR's)

Electronic Transfer Requests (ETR's) for mainframe applications should be presented to the board when the ETR package is complete and has been approved per the standard QA Process. Supervisor and Division chief approvals must be present. The Requestor should launch the workflow and attach all appropriate documentation. If approved, QA staff will file the documents electronically in DocuShare and process the request.

The requested implementation date should be no less than 8 calendar days from the submission date.

Valtab Requests

It is no longer necessary to present Valtab requests to the Board.

Implementation Lead Time

All requests should be presented to the Board no less than 8 calendar days prior to the requested implementation date. In some cases, a waiver of the 8 calendar day lead time may be granted by the Board for changes with a requested implementation date that is greater than 24 hours but less than 8 calendar days. Waivers may be initiated by the requestor or by the Board.

Requestor initiated

- Requestor initiated waivers may be requested in order to resolve scheduling conflicts, or to implement changes that have critical impact on application performance or business processes. The change should qualify at the 'critical' or 'major defect' severity level.
- Requests for the waiver must be presented by the developer who made the changes, not a designee. The change should have Bureau Director approval, and include a detailed justification that demonstrates its severity level and the necessity to expedite the change.
- Waivers may be granted at the Board's discretion for reasons such as resolving scheduling conflicts, expediting critical changes, or to support other reasons that have critical impact

Board Initiated

- The Board may also grant a waiver in order to maximize operational efficiency and customer service, or avoid implementation conflicts. Waivers will be coordinated at

the time of presentation with requestors, implementers, and other affected staff. Board initiated waivers will be granted at the discretion of the Board and are subject to staff availability and workload considerations.

Severity Levels

Severity levels define criteria that can help identify which priority level is applicable to the change.

Defects must be classified by severity level. Defect Severity is classified into four categories:

- a. Level 1: **Fatal Defects**
- b. Level 2: **Major Defects**
- c. Level 3: **Minor Defects**
- d. Level 4: **Cosmetic Defects**

Fatal Defects are the defects, which results in the failure of the complete software system, of a subsystem, or of a software unit so that no work or testing can be carried out after the occurrence of the defect. Fatal defects could result in critical loss of data, critical loss of system availability, critical loss of security, critical loss of safety, or cause very serious consequences to citizens and/or agency mission. Multiple functions are severely broken, cannot be used, and there is no workaround. This defect must be resolved prior to approval of work product.

Major Defects are one, which also causes failure of entire or part of system, but there are some processing alternatives, which would allow further operation of the system. Major defects could cause significant consequences for the system and disruptions in business operations. One or more functions are badly broken, needs to be fixed but there is a workaround. This defect must be resolved prior to approval of work product.

Minor Defects does not result in failure but causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the system usability. Minor defects may cause small or negligible consequences for the system, minor disruptions in business operations and would be relatively easy to recover. Minor defects can be released into production provided there is a workaround or a waiver has been granted by DHS. This defect should be resolved prior to approval of work product.

Cosmetic Defects are small errors that do not prevent or hinder functionality. Cosmetic defects are trivial defects that can cause no negative consequences for the system or business operations. Resolution of this defect needs to be negotiated with impacted personnel.

Emergency Requests

An emergency is a change that is classified as critical. The request is considered critical if the issue is severe enough to cause an interruption in system function. A request may also be considered critical if delivery of benefits to the client or a provider is impacted. Program crashes, loss of data, and platform outages are reasons for an emergency classification.

Emergency requests require Division Director approval. At the Director's discretion, a designee may be assigned to act on the director's behalf. If a Division Director or designee approves an emergency change, they should notify the other organizational units represented on the Board.

Emergency justification must be provided with the request, detailing when the problem was discovered, demonstrating the criticality of the change, and illustrating the system and user impact if the change were to be implemented according to the standard 8 calendar day lead time. Emergency classification will be granted at the discretion of the approving Division Director or designee.

Changes to Approved Requests

If a request has already been submitted and approved, in most cases the change will need to be cancelled and resubmitted with an 8 calendar day lead time on the implementation date from the new presentation date. In the case of a date change due to conflict, an accommodation may be coordinated at the discretion of the Board.

Exceptions

Web Content

Static web content for production sites are exempt from Board approval. This content is to be published via established standards through DIMO.

Mapper

Mapper requests are NO longer brought to the Board.

ECL's

ECL's that require Database Registration or are a new ECL are the only ECL's that need to be brought to the Board.

Deletions

Deletions to any production application are to be submitted to the Board following the same AIR or ETR process outlined for additions or changes.

Refresh Schedule:

All procedures and referenced documentation identified in this document will be subject to review and possible revision annually or upon request by the DHS Information Technology Standards Team.

Procedure Revision Log:

Change Date	Version	Change Description	Author and Organization
08/26/2004	1.0	Initial Creation	Lisa Clarke
05/05/2005	1.1	Updated	Lisa Clarke
06/02/2005	1.2	Updated	Lisa Clarke
06/30/2009	1.3	Updated member list and meeting info.	Virjean Dauksha
04/21/2010	1.3	Reviewed	Virjean Dauksha
01/31/2011	1.4	Reviewed content and updated	Virjean Dauksha
09/28/2011	1.5	Add defect descriptions.	Thomas King
08/27/2014	1.6	Reviewed and updated	Virjean Dauksha
03/09/2015	1.7	Name change from DPW to DHS	Virjean Dauksha
