

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

INFORMATION TECHNOLOGY PROCEDURE

Name Of Procedure: System Implementation Review Board (SIRB) Process	Number: PRO-IOS009
Domain: Operations and Support	Category: Service Levels / SIRB
Date Issued: 01/08/2003	Issued By: DHS Bureau of Information Systems
Date Revised: 10/21/2015	

General:

The System Implementation Review Board (SIRB) approves all changes to the BIS production and test environments. This document outlines the System Implementation Review Board approval process, terms, and stakeholders from change request initiation to change implementation.

Procedure:

Definitions

Several key participants support the Configuration Management Change process. From Initiation to Implementation, the roles are defined as follows:

Initiator

Anyone requesting a change to a production platform is an Initiator. When a change is identified, a request for change will be submitted via ECM workflow.

Coordinator

The Coordinator is responsible for managing the administrative details related to the Change Control Process including writing and updating process and procedures, and providing training.

Change Domain

The Configuration Management Board controls all changes to the following Change Domains:

- Operations
- Server Team
- Exchange/enterprise
- Database
- Network
- Telephony
- QA/Applications

Change Domain Lead

The Change Domain Lead is a member of the System Implementation Review Board (SIRB) that oversees a Change Domain. A list of current domain leads is available in the [Appendix](#).

Change Domain Leads approve proposed changes and advise the board of a proposed change's potential impact on their change domain. They will also coordinate change scheduling and prioritization, as well as review proposed change requests affecting their service area for completion and accuracy.

Change Domain Leads may elect to approve, defer or reject change requests prior to consideration by the full Board. For Level 4 (Enhancements/Scheduled Upgrades) changes, they may choose to implement a change and notify the board without seeking Board approval for implementing change. For Level 5 (Operational) changes, the domain lead approves the change without securing approvals from the other members of the Configuration Management Board and submits a change request to the Board for tracking purposes. A complete list of change levels is available in the [Appendix](#).

Change Calendar

Changes approved by the System Implementation Review Board (SIRB) will be scheduled and logged on a common Configuration Change Calendar. The calendar is the official record and the calendar is available [here](#).

Configuration Control

Configuration Control is an element of configuration management, consisting of the evaluation, coordination, approval or disapproval, and implementation of changes to configuration items after formal establishment of their configuration identification, sometimes referred to as change control.

Change Requests will be the principal vehicle for initiating a change to existing requirements or features of the system. Change request forms have been developed to support this process.

Configuration Control Process

The Configuration Control Process is the method by which changes to the production environment are evaluated, approved/disapproved, scheduled, and tracked after being formally implemented. Any hardware, software and other environment changes related to the shared environments such as the Integration Test, Systems Acceptance, training and Test For Production, etc. will be controlled by the configuration control process

At this time, the individual application development environments are exempt from the process. Any activity requiring the downtime of the development environment will still need to be planned and coordinated with the users of the environment.

Changes affecting the baseline characteristics of the production environments must be submitted for action through the change control process. Change will only be allowed if the severity level, risk assessment, and rollback procedures are included with the request, and the Change Management Board has approved the request upon review. This procedure will prevent uncontrolled change to the baseline that might create serious incompatibilities.

The Configuration Control Process need not approve operational changes such as adding a new index to the database, event log maintenance, etc. Operational changes will be defined by the Change Domain Leads, and reported via the change request form for tracking purposes only.

System Implementation Review Board (SIRB) Processes

Configuration Change Process

All proposed changes will be submitted to OIS QA Request along with all of the approvals.

Domain Action

Send to Board

If the Change Domain Lead approves the change request, the request will be move to the Board Review step for review. The Change Domain Lead ensures that all necessary information is provided, provides an impact analysis and rollback procedure, and offers a recommendation for the Board's consideration. If the change affects other domains, the primary domain lead will coordinate changes prior to approving the request.

Rejected

If the Change Domain lead rejects the request, the request will not be sent to the SIRB. The requestor will be notified via email. The request must be resubmitted in order to be reconsidered.

Implement

The Change Domain Lead may choose Implement if the change is operational or external in nature. These changes do not require board approval.

Deferred

If the request requires further consideration, coordination, or research, the change domain lead may select to defer the change request until the necessary details are satisfied. The change will not be presented to the Board until the Change Domain lead indicates approval.

Where scheduling conflicts are identified, the System Implementation Review Board (SIRB) will prioritize changes.

Board Action

Approved

The change is approved for implementation. Notifications will be sent via email.

Deferred

The Board may defer a change pending clarification, coordination, and research, pending resolution of a scheduling conflict. The Change Domain lead is responsible for coordinating the requested action. Changes will be updated by the Coordinator upon Board approval.

Rejected

The request is not approved for implementation. Notifications will be sent by email. A new change request must be provided for resubmission.

Pending

Indicates change requests that have been approved by the domain lead and are awaiting Board Action.

N/A

Examples:

Operational Changes

External Changes

Emergency Changes

The Change Domain Lead will ensure that relevant items are submitted for review. The requests may be sent to the board or the coordinator may approve by ECM workflow tracker function if emergency approvals are in place.

Operational Change Process

Changes that have limited impact on functions and the production baseline may not require the consideration of the full System Implementation Review Board (SIRB) . This will reduce the chance that a large volume of small changes will prevent significant change requests from receiving adequate consideration. The SIRB allows an Operational Change Process by delegating the responsibility for Severity Level 4 changes to the Change Domain Lead representing the appropriate Implementation Team.

External Change Process

Configuration changes not under the control of the Change Domains will be classified as external changes, then tracked, logged, and entered into the common Implementation Calendar. External changes will not be subject to approval by the System Implementation Review Board (SIRB), but will be assigned to a Change Domain Lead for evaluation. The change domain lead will review the external change, determine DHS user impact, and designated as an 'outage/notification'.

External changes include:

- Mainframe changes
- OA/BCTS Networking changes
- OA/Server Farm

Notification Procedure

Approved changes will be logged on the graphical calendar as well as distributed via email notification. Change Domain leads will be responsible for reviewing the change and supplying the following summary details:

- Scheduled date/time
- Change Description
- Affected systems
- Recommended notification list(s)

Approved Configuration Changes

After a change request has been approved by the supervisor, the supervisor will send it via e-mail to OIS QA Request. The requestor will attend an SIRB meeting to present the change.

Operational Changes

After a change request has been approved by the supervisor, the supervisor will send it via e-mail to OIS QA Request. The requestor will attend an SIRB meeting to present the change.

External Notifications

After a change request has been approved by the supervisor, the supervisor will send it via e-mail to OIS QA Request. The requestor will attend an SIRB meeting to present the change.

DIMO Completion

A DIMO representative will be assigned to each domain. They are responsible for following up on approved change requests and completing the work item on the Implementation Calendar.

Tables and References

The Board will maintain of structured list of the following in the System Implementation Review Board (SIRB)

- System Implementation Review Board (SIRB) Membership
- Authorized Implementers
- Change Control Classification
- Configuration Items
- Email Notification Lists
- Change Calendar
- Common Change Log
- Configuration Control Baseline

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
01/08/2003	1.0	Initial Creation	Lisa Clarke, DTE
03/17/2003	1.3	Reviewed and Updated	Lisa Clarke, DTE
04/01/2003	1.4	Reviewed and Updated	Lisa Clarke, DTE
05/27/2004	1.5	Reviewed and Updated	Lisa Clarke, QA
06/02/2005	1.6	Reviewed and Updated	Lisa Clarke, QA
04/22/2010	1.7	Reviewed and Updated Links	Virjean Dauksha
01/31/2011	1.8	Reviewed content	Virjean Dauksha
08/27/2014	1.9	Reviewed and Updated	Virjean Dauksha
03/09/2015	2.0	Name change from DPW to DHS	Virjean Dauksha
10/21/2015	2.1	Fixed the links	Virjean Dauksha