



Information Security – Ellucian Change Control

1) Overview

In order to comply with the findings of an external audit of the YCCD Financial department and YCCD Information Technology Services (ITS), a change management system has been developed to track all modifications made to the Ellucian Colleague ERP system, databases, and other areas within ITS that store, manipulate, or present data to users.

The purpose of this system is to ensure that no modifications known or unknown modifying the Colleague system or underlying data are installed potentially opening vulnerabilities that may result in data loss or system compromise.

2) Submission of Change Requests

When filling out a request the user submitting the request will need specific information describing the proposed change, as well as information regarding any previous related requests. Requests are entered thru the [ITS SharePoint site](#), click the link in the left column of the ITS site to access the [Change Request Form](#).

Once the request is submitted the ITS Systems Development and Programming Director and the ITS Executive Assistant are notified via email by the SharePoint server of the submission.

See Appendix A for a list of the Change Request Form required fields.

3) ITS Review of Change Requests

After submission, the form will be reviewed and prioritized by the ITS Systems Development and Programming Director (reviewer) or their designee.

The internal ITS review process includes:

- Create a new TrackIt work order for the request.
- Create an image of the Original submitted SharePoint form and attach it to the work order.
- Add any attachments from the originally submitted SharePoint request form to the work order.
- Contact the request approver for verification of the requests approval. If a request is verified to not have approval the review shall continue and be input into the TrackIt system but shall not be assigned or moved forward in the process.
- The reviewer shall look at the system wide impact of the request.

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- The reviewer shall validate the functionality does not already exist. If during review functionality is identified to already exist, the requestor shall be notified and informed of the functionality. The current request will be entered into TrackIt but not move forward in the process.
- The request will be prioritized based on its “Category,” “Risk Assessment” and the current ITS workload.

4) Change Request Assignment

The request will be prioritized and assigned to a Developer based on its “Category,” “Risk Assessment” and the current ITS workload. If it is determined by either “Category” or “Risk Assessment” to be of a critical nature the current request may bump or be assigned ahead of requests currently waiting assignment or that are currently in development.

When the request is ready to be assigned the ITS Systems Development and Programming Director will update the TrackIt work order with the developer assignment. When the work order is updated the developer assigned will receive an email notification from the TrackIt system.

5) Research & Development

In this stage of the process the assigned Developer researches the request and develops a plan or remedy for the change request, during the development phase, notes shall be kept in TrackIt outlining the status and process taken to complete the request.

The developer shall develop all code, ValCodes, database changes, and custom packages in the development account. Once initial developer testing is complete a code review shall be completed between the Developer and another ITS Developer or System Administrator.

Upon completion of development and testing in the Development account the work order shall be assigned back to the ITS Systems Development and Programming Director.

6) Installation in TEST Account

Upon completion of the research and development phase of the change request the work order is assigned back to the ITS Systems Development and Programming Director. The ITS Systems Development and Programming Director shall review the work order notes and may either:

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- Reassign the work order back to the Developer for additional clarification or changes (return to step 5).
- Assign the work order to an ITS System Administrator for installation in the TEST account.

The ITS Systems Developer or System Administrator will be notified of the assignment by the TrackIt system.

Upon completion of installation of custom package in the TEST account the TrackIt work order shall be updated to reflect the installation. The work order shall then be assigned back to the ITS Systems Development and Programming Director.

7) User Testing

When installation in the TEST account is completed the ITS Systems Development and Programming Director shall retain the current assignment. The ITS Systems Development and Programming Director shall notify the original requestor indicated on the change request of the installation. The request now enters user testing to determine suitability for deployment into a production environment.

The ITS Systems Development and Programming Director shall update the work order with all correspondence with the requestor regarding testing. The ITS Systems Development and Programming Director shall work with the requestor or users identified by the requestor to develop a test plan. Upon completion of user testing and either signoff or failure notification by the requestor the ITS Systems Development and Programming Director shall either:

- Reassign the work order back to the Developer for additional clarification or changes (return to step 5).
- Assign the work order to an ITS System Administrator for installation in the Production account.

The ITS Systems Development and Programming Director shall update the status of the TrackIt work order to reflect the status and action taken.

8) Installation into Production

Upon successful completion of user testing in the TEST account, the ITS Systems Development and Programming Director shall update the TrackIt work order and

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assign the work order to a ITS System Administrator for installation into the Production account.

The ITS System Administrator will be notified of the assignment by the TrackIt system. Based on the severity of the request an unscheduled maintenance window may be created for installation into Production or the installation will be included in the next scheduled maintenance window.

ITS Systems Development and Programming Director and the System Administrator shall develop a back-out plan for the package in the event of errors or incorrect functionality resulting from the installation.

Upon completion of installation of custom package in the Production account the TrackIt work order shall be updated to reflect the installation. The work order shall then be assigned back to the ITS Systems Development and Programming Director.

9) Post Production Testing

Once the package has been installed in the Production account the ITS Systems Development and Programming Director shall notify the original requestor indicated on the change request of the installation. The request now enters post-production user testing to verify functionality in the Production account.

Upon notification and sign-off by the requestor the ITS Systems Development and Programming Director shall update the status of the TrackIt work order to the completed status.

In the event that production functionality does not match the verified functionality in the TEST account, the work order will immediately be assigned to an ITS System Administrator for diagnosis. The ITS Systems Development and Programming Director shall initiate the back-out plan for the package to mitigate the potential for further errors or possible data corruption due to the installation.

Appendix A

Change Request Form required fields

- *Submission Date* – Date form is submitted to ITS
- *Requested Deployment Date* – Date the change should be available for use.
- *Submitted By* – Person submitting the request.
- *Requested By* – Person submitted on behalf of.
- *Change Request Detail* – Explain the requested change in detail.
- *Related Request(s)* – If this request is a follow-up to another request, or is part of a series of requests, place the related Request ID number(s) here.
- *System(s) Changed* – Software/Hardware system that will be modified.
- *Requested For* – Is the request on someone else’s behalf.
- *Project Category* – How will this request be categorized, see below for a list of available Categories
- *Project type* – what type of request is being submitted, see below for a list of available Types.
- *Risk Matrix Assessment* – Frequency and severity of the issue this Change Request addresses. Please review the following document to determine the appropriate risk. [Risk Assessment Matrix](#)
- *Authorized By* – VP/VC or Controller authorization is required. Enter the name of the VP/VC or Controller who has responsibility over your area. Check either the Yes or No checkbox to indicate the approval status.

Categories:

- Bug
- Compliance
- Enhancement
- New Functionality
- Module Change
- Report
- Work Around

Types:

- Data Extract
- Data Fixer
- Data Report
- Maintenance
- Module Setup

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- Module Upgrade
- New Development
- Patching
- Screen Modification