

Standard Operating Procedures (SOP) for:			
Implementing IT Systems			
SOP Number:	DG08	Version Number:	1.1
Effective Date:	15 July 2014	Review Date:	15/04/2015

Author:	Saul Freeman, IHSE IT Officer
Reviewer:	David Nye, Service CR&A Manager 15/04/2014

Authorisation:	
Name / Position	Chris Day, Director of IT Services
Signature	C Day
Date	15 July 2014

Accountability:	
Position	Line Managers
Responsibility:	
Position	Director of IT Services Heads of Department

Revision History			
Version	Description	Author	Date
1	Initial version.	Saul Freeman	23/04/2010
1	Annual Review – No Change	David Nye	15/04/2014
1.1	Paragraph 14 added	Ian Douglas	28/11/2014

Purpose and Objective:	
To ensure that new IT systems and major revisions/iterations of existing systems are made in accordance with College policy and are in line with industry best practice.	

References:	
SOP DG25 – Configuration Management & Change Control	

SOP Text

	Responsibility	Activity
1.	Director of IT Services/Heads of Departments	All new IT services and systems and changes to existing IT services and systems shall be triggered only by an approved request for change brought forward by an authorised College body.
2.	Director of IT Services/Heads of Departments	The need and business impact for changes will be clearly documented and communicated so that all stakeholders can understand them.
3.	Director of IT Services/Heads of Departments	No change shall be made without thorough analysis by all stakeholders impacted by it.

4.	Director of IT Services/Heads of Departments	No changes will be made to production systems without the approval of the IT and user representatives responsible for the service in accordance with SOP DG25 - Configuration Management & Change Control.
5.	Heads of Departments	Non-IT business units will not implement changes that impact IT services without proper IT notification and approval through standardised procedures.
6.	Director of IT Services/Heads of Departments	All requests for new IT systems and major changes shall provide a documented service design identifying the value and warranty of the service and including a comprehensive risk analysis against a standardised set of criteria.
7.	Director of IT Services/Heads of Departments	All service design specifications shall include a service model and architectural design.
8.	Director of IT Services	All changes shall be evaluated by the relevant College IT change control body and will follow an agreed escalation process for handling decision and approval conflicts.
9.	Director of IT Services	Evaluation management - all new services targeted for production will be subject to a standard and formalized service certification process that provides criteria that must be met before the service can be transitioned into production.
10.	Director of IT Services/Heads of Departments	Service validation - all releases will be tested prior to production implementation and post production implementation.
11.	Director of IT Services/Heads of Departments	All releases shall utilise a standard set of test processes and tools for IT applications and infrastructure tracks.
12.	Director of IT Services/Heads of Departments	All testing strategies shall be based on business risks to the College not just technical risks.
13.	Director of IT Services/Heads of Departments	Testware (environment settings, code, test data, transaction scenarios, test tool scripts and results data) shall be archived and maintained as application and track release baselines.
14.	Director of IT Services/Heads of Departments	Unused Plugins, , themes, sample code, modules, functions etc. must be disabled and or removed from IT Systems prior to them being used for production purposes or made accessible from the Internet
15.	Director of IT Services/Heads of Departments	Releases will include a back out strategy wherever appropriate.
16.	Director of IT Services/Heads of Departments	All new and revised IT systems shall be documented and added to the relevant College configuration management database. Standardized methods shall be used for the efficient and prompt handling and recording of all changes and all overall business risk to the College shall be optimized.
17.	Director of IT Services	Access to College configuration management databases shall be limited to authorised College staff.

18.	Director of IT Services	All production releases of IT systems shall be signed off against a standardised set of service acceptance criteria.
19.	Director of IT Services/Heads of Departments	Knowledge management - all relevant information regarding new or changed services shall be available to all necessary College IT staff.