



Programming Development/Maintenance/Enhancement Request

Part I – To be completed by the requesting department:

Date: Department:

Requestor's Name:

Requestor's Phone: Requestor's Fax:

Description of Request *(attach additional information if needed)*:

Part II – To be completed by EIS:

Assigned to: Date Assigned:

OTRS Ticket #

New development: Yes No Change to existing program: Yes No

Analysis/Specifications:

Program Name/ID:

Category:

Programming Development/Maintenance/Enhancement Request will be categorized as follows:

Low – A request that is estimated to take 1-10 days to complete. *(No formal test plan required)*

Medium – A request that is estimated to take 11-30 days to complete. *(Informal test plan required. Formal test plan recommended)*

High – A request that is estimated to take over 30 days to complete. Multiple EIS staff may be involved in completing requests in this category, and formal project planning may be required. *(Formal test plan required)*

Complex – A request that is estimated to take 60 or more days to complete. Multiple EIS staff will be involved in completing requests in this category, as well as staff from outside departments and vendors. Formal project planning will be required as requests in this category will likely have campus wide implications. *(Formal test plan required)*

Programming Development/Maintenance/Enhancement Request

Preliminary Testing Complete ** (sign & date): _____

User Acceptance Complete ** (sign & date): _____

Pre-Production Review Complete ** (sign & date): _____

Move to Production Complete ** (sign & date): _____

Change requests include the following: queries (including creation of computed columns/virtual fields, development of related subroutines, and non complex reports), analysis, custom programming changes, new custom programming development, and any modifications to vendor delivered and supported software. Requests for modifications to vendor delivered and supported software may be completed by either EIS staff or the applicable vendor, at the determination of the Director of EIS. The back out plan for the aforementioned requests is to revert to the prior production version.

**** Note: Email approval of the above completion milestones may be substituted for signatures when attached to this form. Documentation regarding locations, compile and run requirements of all programs, paragraphs, queries, subroutines, etc... should be attached to this form by the assigned staff member.**