

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

INFORMATION TECHNOLOGY PROCEDURE

Name Of Procedure: System Implementation Review Board (SIRB) Process Appendix	Number: <p style="text-align: center;">PRO-IOS010</p>
Domain: Operations and Support	Category: <p style="text-align: center;">Service Levels / SIRB</p>
Date Issued: <p style="text-align: center;">01/17/2003</p>	Issued By: <p style="text-align: center;">DHS Bureau of Information Systems</p>
Date Revised: <p style="text-align: center;">10/21/2015</p>	

General:

The System Implementation Review Board (SIRB) maintains structured lists of components related to the System Implementation Review Board (SIRB) Processes.

Procedure:

The purpose of this document is to identify the System Implementation Review Board (SIRB) members and their backups, configuration items, email notification lists.

System Implementation Review Board (SIRB) Membership

The System Implementation Review Board (SIRB) consists of representatives from five Configuration Change Domains: Operations, Network, Server, Database, and QA. Each domain has a DIMO assignee that is responsible for tracking the completion status of approved changes.

The Configuration Board Members and DIMO assignees are as follows:

Domain	Domain Lead	Domain Backup	DIMO Assignee
Networking	Lonnie Gelnett	Matt Messinger	
Telephony	Lonnie Gelnett	Matt Messinger	
Servers	Cliff Van Scyoc	Cliff Van Scyoc	Tony Rider

Database	Dave Frye	Stacey Borger	Robert Divittore
Exchange/enterprise	Cliff Van Scyoc	Cliff Van Scyoc	Tony Rider
Operations	Wayne Vols	Dean Schutte	Tony Rider
QA/Applications	Virjean Dauksha	Lori Steele	Tony Rider
Server Applications	Wayne Vols	Dean Schutte	Tony Rider
Mainframe Applications	Robert Divittore	Robert Divittore	Robert Divittore
Data Powerhouse	Robert Divittore	Robert Divittore	Robert Divittore

System Implementation Review Board (SIRB) Team

The System Implementation Review Board (SIRB) team assists Initiators, Board Members, and their backups in administering the System Implementation Review Board (SIRB) Process.

The System Implementation Review Board (SIRB) coordination Team is as follows:

- Virjean Dauksha, QA
- Lori Steele, backup

Authorized Implementers

The following staff is permitted to assign/implement changes approved by the Board:

Domain	Change Implementer	Backup(s)
DIMO	Wayne Vols	Howard Eckman
Network	Lonnie Gelnett	Matt Messinger
Server	Cliff Van Scyoc	Cliff Van Scyoc
QA	Virjean Dauksha	Lori Steele
Database	Dave Frye	Stacey Borger

Change Control Classification

Priority Levels

Change request will be categorized so that the Board may prioritize changes. The basic prioritization categories are as follows:

Normal:

Changes will be implemented during the next maintenance window. Change Request Forms are submitted via the standard process and evaluated by the Configuration Management Board.

Emergency:

Changes will be implemented during production hours. Emergency requests require approval at the Division Director level or from their assigned backup as follows:

- DTE: Cliff Van Scyoc; Backup: Cliff Van Scyoc
- DIMO: Mark Green; Backup:
- DEA: Kevin Gray; Backups: Mike Light, Alicia Foy, Shane Roadcap

Severity Levels

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

Level 1: Critical

The error or problem is severe and prevents or greatly affects operations and compromises performance. Program crashes, loss of data, and platform outages are reasons for Level 1 classification. A solution or work-around must be provided immediately.

Level 2: Major Defect

Error or issue requires system modification but present operations may continue while system behavior is partially correct. The error or issue requires a short-term solution while system impact is conducted. Error or issue should be fixed once a long-term solution has been devised.

Level 3: Minor defect

Error or issue requires minor modification but is limited in scope that operations and functions may continue without incident. Issue or concern should be fixed but only in respect to other outstanding issues and priorities.

Level 4: Enhancements/Scheduled Upgrades

Does not prevent use of the system. Issue or concern is a scheduled upgrade, an opportunity for improving the system performance, or the result of user-requested enhancement. The Quick Fix process may be applicable to these types of changes, at the discretion of the relevant subject matter expert.

Level 5: Operational Changes

In order to prevent delays in processing day-to-day changes, the responsible subject matter expert may approve minor operational changes without SIRB approval. Examples of

operational changes include changes to routine firewall rule sets, policy changes, minor setting changes, and backup file recovery.

The subject matter expert will submit a log of these changes to the Configuration Management Coordinator for tracking purposes.

Business Risk Assessment

The risk assessment allows service areas to coordinate and schedule change implementation as well as promote communication between the service areas.

Low Impact

The change will result in limited or no affect to performance or operations. Risk is considered low, and coordination efforts can be minimized. The Quick Fix process may be applicable: change will be approved by subject matter expert, then tracked and logged.

Medium Impact

The change may affect performance and operations on a limited basis. Changes will be prioritized to minimize conflict, and stakeholders will be notified of the impending change schedule. A rollback procedure should be prepared and ready for use.

High Impact

The change has the potential to severely affect systems and operations. The change will be prioritized appropriately and stakeholders notified. A rollback and recovery procedure should be in place with personnel ready to implement, if necessary.

Change Request Status

Domain Action

The Domain Lead reviews each change request and selects a course of action as follows:

Implement

The Domain lead identifies the change as operational or external and authorizes the change to be implemented without approval by the Board. The requestor is notified of the action and the change request is logged for tracking purposes.

Deferred

Further research or coordination is required. The Change Request will not be implemented or presented to the board pending further review. The requestor is notified of the status. The Domain lead is responsible for coordinating review by other Domain leads as necessary.

Rejected

The Domain Lead rejects the change. An explanation is sent to the requestor.

Send to Board

The Domain lead approves the request and forwards to the Board for review.

System Implementation Review Board (SIRB) Action

After viewing the change request form, the SIRB will then decide the status of the change request. There are two status categories for change requests as shown below:

Approved

The Board approves the change request.

Deferred

Further research or clarification is required. The sponsoring Domain lead is responsible for coordinating identified issue resolution. The request will be reviewed at the Change Control meeting where the coordinator will update resulting action. The requestor will be notified by email.

Rejected

The board rejects the change request.

If the Board rejects a change, the reasons for denial of the change will be documented and the requestor will receive a notification by email.

Pending

The request has been approved by the Domain lead and is awaiting Board Action.

Not Applicable

The change has received a Domain lead action of 'Implement' or 'Operational'. The Board requires no further action.

DIMO Completion Action**Completed:**

The change has been completed successfully.

Pending

The change has been submitted for approval or approved but not implemented.

Postponed

The change will be completed on a date other than the date originally requested.

Cancelled

The change will not be implemented.

Aborted

The change was unsuccessful, implementation aborted.

Calendar

Approved and scheduled configuration and external changes are logged on the graphical calendar: <http://mydhs/oa/bis/appdevinfo/viewingtheimplementationcalendar/index.htm>.

Maintenance Windows

All configuration changes not classified as 'Emergency' should be implemented within the normal <http://mydhs/oa/bis/appdevinfo/viewingtheimplementationcalendar/index.htm>.

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
01/17/2003	1.0	Initial Creation	Lisa Clarke
03/26/2003	1.1	Reviewed and Updated	Lisa Clarke
05/27/2004	1.2	Reviewed and Updated	Lisa Clarke
04/27/2010	1.3	Reviewed, Updated and Edited Style	Virjean Dauksha
08/27/2014	1.4	Reviewed and updated	Virjean Dauksha
03/09/2015	1.5	Name change from DPW to DHS	Virjean Dauksha
10/21/2015	1.6	Fixed the links	Virjean Dauksha