INFORMATION SYSTEMS BRANCH GENERAL APPLICATION AND SUPPORT MAINTENANCE PROCESS

Information Systems Branch | Economy Sector

Version 1.0 - Final
August 22, 2017

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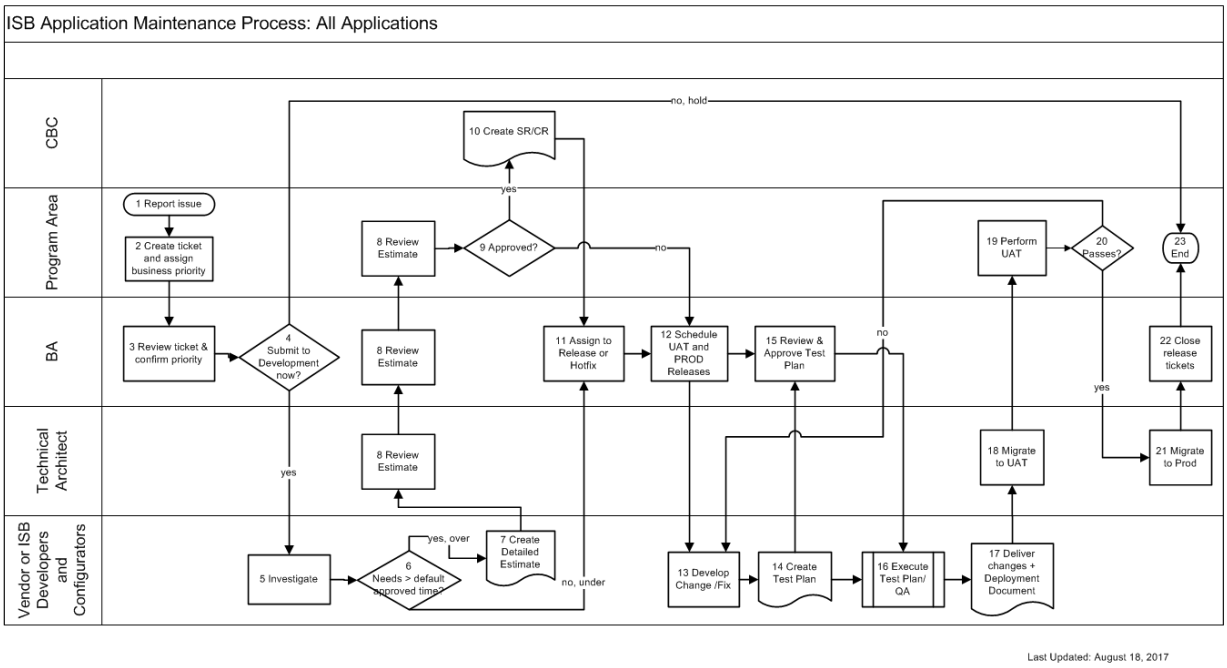
REVISION HISTORY

Date	Version	Author	Description
2017-08-22	1.0	Shannon McAleese	Initial document.

1 Purpose of This Document

This document describes the details of the ISB application support model including roles and responsibilities. The objective is to ensure all parties understand and use this process.

2 SUPPORT PROCESS DIAGRAM



3 SUPPORT PROCESS ACTIVITIES

3.1. REPORT ISSUE

End user notices a problem or has an idea for a change to the application. End user contacts via email, phone or in person the Business Contact providing details of the problem(s).

3.2. CREATE TICKET AND ASSIGN BUSINESS PRIORITY

Business Area contact reviews the issue. Is this a:

- Training/how to use the application problem?
- Known issue with workaround or known issue is or will be scheduled for future maintenance release?
- New problem or change?
- Is change desirable?

If the Business Contact agrees to the change or cannot resolve the question/issue, they log the item in the ticket tracking system.
Projects may currently use one of two supported incident tracking systems: JIRA and Microsoft Team Foundation Server (TFS). Each project/business area must adhere to logging their tickets in their agreed system.

Using the Service Level Agreement priorities as a guide (if included in the contract with the Service provider), the business contact assesses the Priority and enters the Priority into the ticketing .

Differing business areas have a different default arrangements with a vendor for investigative support.
The Business Contact submits the ticket to the Service Provider.

The act of submitting the ticket to the Service Provider will constitute the approval of the business area's default investigation and fix time for the Service Provider to resolve the issue. (change status to Submit to Development and assign the ticket to project lead).

If the Service Provider needs more than eight hours to complete the fix, the Service Provider will request more time from the Business Contact and / or ISB BA.

If priority is CRITICAL and the Service Provide, BA or backup BA cannot be immediately contacted, the Business Contact contacts APPSHELP by phone and follows up with the Service Provider and BA via email and/or phone.

3.3. Review ticket & confirm priority

The business analyst reviews the ticket for clarity and completeness. They may contact the business area for additional details or to verify the business urgency.

3.4. Submit to Development?

The BA selects the correct group to investigate the ticket, based on the details included in it. The ticket may be assigned to an internal ISB resource, or to an external resource.

If the ticket does not have immediacy, it may be held for a period of time. Periodically the business area and BA review and re-prioritize submitted tickets when planning a maintenance release.

3.5. Investigate

The assigned party investigates the issue and updates the ticket with their findings.

3.6. Requires more than default approved time?

If the ticket has been assigned to an external Service Provider, a default period of time will be allotted to the investigation and fix.

If the fix cannot be completed within the default approved time, the Service Provider will request more time and not proceed until they have approval.

If the fix does not require greater than the default time, and has been assigned to an external Service Provider, they may proceed to fix it.

3.7. Create Detailed Estimate

If the ticket has been sent to an external Service Provider, and it requires more time to investigate or investigate and fix, they must prepare and submit a detailed estimate for approval.

The Service Provider attaches their estimate in the ticket tracking system, and notifies the BA and Business Contact that the estimate is ready for review.

3.8. Review Estimate

The ISB and business team review the detailed estimate. This may include back and forth discussions with Service Provider. The final clarifications should be recorded in the ticketing system, for example in a new version of the estimate.

BA coordinates the estimate review within ISB. ISB technical team will make every effort to complete their review in 1-3 days, depending on the complexity of the design and code fix and also depending on other ministry and sector priorities.

3.9. Approved?

If the estimate requires revisions / information before ISB can approve, the BA communicates with the Service Provider to make further changes as required.

Once ISB has approved, the ticket is sent to the Business Contact for final approval.

When the Business Contact has approved the estimate, the BA updates ticket indicating approved/not with date and communicates APPROVED/NOT APPROVED to the service provider via email.

The BA updates the financial tracking spreadsheet with the approved estimate; later this will be checked versus the actual bill.

3.10. Create SR/CR

This step is optional, and is enacted only in certain circumstances.

If the estimate is greater than can be resolved through the business area's maintenance budget, additional funds may need to be acquired. A Service Request (SR) or Change Request (CR) to an existing Service Request would be drafted by the Client Business Consultant and reviewed and revised by the Business Area. Once approved by the business, the vendor will be notified to develop the change or fix.

If the estimate value of the work is greater than the threshold, the ISB Client Business Consultant will review the estimate with the business area to decide whether to perform this work under its own Service Request (SR). An example of criteria used to determine if an item should be a small project:

- Work does not logically or budget wise, belong to an existing SR (project or maintenance)

- Estimated Cost is $5,000 or greater
- May be implemented on a separate timeline or timeline is unknown (needs overseeing/PM)
- New functionality versus modifying existing functionality
- There may be changes to infrastructure and/or environment
- High need for knowing the detailed status of the work week by week (e.g. for reporting to Exec or managing $ or other reasons)

3.11. Assign to Release or Hotfix

The urgency of the issue will allow the BA and business area to determine if an as soon as possible release is required, or if the issue can wait until the next scheduled release.

Tickets may remain unassigned to a release for some time, awaiting reprioritization and inclusion in a maintenance release.

3.12. Schedule UAT / Prod Schedules

The BA confirms release details with the Business Contact and Service Provider (number of UAT cycles required, target date for production, high level description of deliverables, etc.) and requests release migration dates from the ISB Release Manager. The BA confirms the proposed dates with the Business Contact and the Server Provider, and if approved, books migration windows (DEV to TEST). The BA or ISB Technical Team or Service Provider notifies the Business Contact when the application is ready for testing.

3.13. Develop Change/Fix

Service provider does development and unit testing.

3.14. Create Test Plan

The Service Provider's team, usually their QA department, writes the Test plan for the fix, and sends it to the Developer. The Vendor contact sends it to the Ministry Business Analyst for approval *prior to the fix being completed*.

3.15. Review and Approve Test Plan

The Ministry BA reviews and approves the test plan, ensuring the tests fully cover the business requirements and necessary integration testing.

3.16. Execute Test Plan/QA

The Software developer performs their QA using the approved Test Plan. The Service Provider notifies BA and Business Contact that fix is completed, tested and quality assured.

The Service Provider updates the ticket and assigns the ticket back to the appropriate ISB resource, usually the BA.

3.17. Deliver Changes and Deployment Document

The Service Provider delivers their code to ISB following the accepted process for that project. The project may be using an ISB environment as the sole development environment or using the vendor's environment. A complete delivery of the code together with a deployment document is required to allow for code review by the ISB Technical Architect. All expecting coding and numbering practices must be followed, for example in release numbering.

3.18. Migrate to UAT

ISB Technical Team migrates / copies/ moves the application constructs from the delivery environment to the TEST environment and notifies the BA and release window invitees.

If there are any problems, the migration is aborted and the rollback plan in implemented. The BAand release invitees are notified.

3.19. Perform UAT

Business Contact tests the application, recording discrepancies in JIRA. Service Provider works on the bugs and the UAT cycle continues until the business area is satisfied with the release to go to production.

3.20. Passes?

Business determines if the tested functionality is ready to go to Production.
If the functionality is not ready for Production, it must be reworked until it does pass.

3.21. Migration to PROD

BA requests a release date from the ISB Release Manager and books a migration window, if not already scheduled in advance.

ISB Technical Team migrates / copies/ moves the application constructs from the TEST environment to the PROD (live) environment and notifies the BA and other release invitees.

If there are any problems, the migration is aborted and the rollback plan in implemented. The BA is notified as well as the other release invitees

When migration is successful or is unsuccessful (rollback occurs), BA requests the users to review the application in PROD, immediately after the deployment to ensure it is working as expected. Either the business analyst or business contact will inform the business area of the contents of the release.

3.22. CLOSE RELEASE TICKETS

BA or Business Contact closes the release's tickets. Tickets should be tagged with the release number/date for issue tracibility. Any financial tracking spreadsheets should be updated at this time.

3.23. END

The process concludes successfully.

4 ROLES

Business Contact (also known as Program Area Contact) – the person in the program area who is responsible for managing the computer system issues, identifying priorities for changes/fixes and who can authorize or recommend authorization of funding for those changes.

Business Analyst – the Information System Branch BA who is assigned to coordinate the support of the computer system.

Client Business Consultant – the Information Systems Branch CBC who is assigned to the business portfolio.

ISB Technical Team – various technical roles within the ISB required to assess or fix problems reported by users of a computer system.

ISB Release Manager – the Release Manager receives requests for release migrations dates from Business Analysts and coordinates resourcing /release dates in the ISB Migration Release Calendar.

Program Area – The business area which owns the software application.

Service Provider – a contracted resource to assess or fix problems reported by users of a computer system.

Technical Architect – ISB resource responsible for the technical design and operational support of applications. Is the administrator of ISB's code repository.

User – the person who uses the computer system and is affected by the problem or change to the computer system.

Vendor Developers and Configurators - contracted companies providing software development services. All vendor contacts are often centralized through a single Vendor project manager.

5 COMMUNICATIONS

The BA will communicate application status inside the Ministry based on the following guidelines:

CRITICAL – Business analyst will reach out to the business owner three times in the business day, and offer updates, options and a resolution ETA, either in person, or by telephone or Lync. All the interested parties (Business owner, CIO, CBC, Helpdesk Lead and Senior Business Analyst) will be sent an update email three times in the business day, usually mid morning, noon and late afternoon.

Critical issues cause the entire software application to be unavailable, or remove urgently required business functionality for which there is no workaround.

SIGNFICANT PROBLEM - once a day a status email will be sent to the Business Contact. Other interested parties will be cc'd (CBC, Senior Business Analyst).

NON CRITICAL PROBLEM – communications will occur at regularly scheduled release planning/status meetings (weekly, bi-weekly or monthly which are determined on an application by application basis/need).

6 ESCALATION PROCESS

The Ministry BA will communicate to the following people when system issues are not able to be resolved within a reasonable amount of time or according to established Service Level Agreements:

- Senior Business Analyst –
- Client Business Consultant -
- Director, I.T. Services –

APPENDIX A: DETAILED ESTIMATE TEMPLATE

Request for Detailed Estimate
Maintenance and Support

Issue #:		**Application**	
Vendor Ref #		**Business Contact**	
Code set Ref #		**ISB BA**	
Date Assigned		**Date Completed**	
Service Request Number: (*select one*)	☐e.g. YYYY-APPNAME-DEV###		, Business Contact
	☐e.g. YYYY-APPNAME-MAINT -###		, Business Contact

Title	
Request Details	*If you require clarification of the Ministry ISB application release delivery process, please contact your ISB Business Analyst contact or the ISB Release Manager prior to completing this estimate.*

Change History			
Version #	**Change Description**	**Author**	**Date**

1. Developers understanding of the change request (Re-state the issue from a systems perspective.).
2. Description of the solution approach.
3. Details of Fields, Functions, Statuses, Reports, etc, to be added or changed. (Attach draft versions of screen or report modifications.)
4. Potential or actual impacts of the change on other modules, functions, screens, reports, etc.
5. Specify any assumptions used to develop the enhancement or any constraints that limit the solution.

6. Description of any User training required prior to testing or implementing the change.

7. Developers test plan to verify that all system impacts have been identified and that the system modifications will achieve the required results.

8. Estimated cost (time, in hours, times the blended hourly rate) broken down by task.

Task	**Time (hours)**	**Cost**
Total		**$.00**