



*INTERNATIONAL REGISTRATION PLAN, INC.*

**IRP  
Clearinghouse Web Site  
Project**

**Enhancement/Change Requests**

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**Introduction**

The IRP Clearinghouse Committee has implemented a formal enhancement/change procedure for the Clearinghouse. This document describes the purpose for such a procedure and policy for its implementation of changes to the Clearinghouse Web Site System.

**Intended Audience**

The primary audiences are the IRP Clearinghouse participating jurisdictions, both users and programmers. It is also for use by the IRP, Inc. staff and AAMVA Internal Systems staff and contractors utilized to maintain the Clearinghouse web site system. The secondary audiences are Jurisdiction management and staff.

**Purpose**

This document will be used to provide a formal structure for requesting, evaluating, approving, creating and controlling changes applied to the Clearinghouse system. Changes to the system will fall into two categories: maintenance and enhancements. Maintenance items consist of issues that arise in the day-to-day operation of the system such as scan errors, file errors, information displays, equipment failure, etc. Enhancements are additions to the system that require changes to system programs and/or jurisdiction programming of data for the flat file.

The following objectives should result from this effort:

- Requesting – Formal requests for needed enhancements or changes to system and/or data.
- Evaluating - uniform and consistent review of change request, impact on system and programming, costs associated with change request
- Approving – approval of change by committee and or/Board
- Implementing - Testing, Scheduling and Approval of proposed changes to production environments.

**Guidelines & Procedures**

A general guideline will form the basis for more detailed procedures. The guidelines and detailed procedures are included in this document.

## **Guidelines**

- All change requests must be documented and submitted in writing
- All requests must be reviewed for possible need and impact on the system by the committee, AAMVA IS and participating jurisdictions
- All costs should be calculated
- All requests must be tested and documented before they are approved for implementation.

## **Change Process**

1. Request: Document and submit a "Clearinghouse Enhancement Request Form".
2. Analysis: Analyze and test the proposed change request in a lab environment. Document the implementation procedure, and the findings.
3. Approval: Obtain approval from the Director of Internal Systems or higher management.
4. Schedule and Alert: Schedule the change around other events, changes, maintenance windows and alert staff/customers.
5. Implementation: Perform the change request on production equipment
6. Support: Next day morning support is always required.
7. Documentation: Immediately document the results of the implementation. If successful, update any effected documents.

## **Change Procedure**

### **Enhancements:**

Enhancements are additions to the system, screen changes, report format, additional reports, changes to the programs, changes to required data, changes required on the user end, etc.

1. Change Request Submission
  - 1.1. Change Request: Participating users of the system may submit enhancement requests to the Clearinghouse help desk for review by e-mail, fax or mail. The Request for Enhancement form (attached) will be available from the IRP, Inc. website.
  - 1.2. File It: All formal requests are to be filed and/or stored for future reference. For now all requests are stored in folder: "L:\IRP\Clearinghouse\System Enhancement Requests".
2. Change Request Review
  - 2.1. Each request is reviewed by the IRP Clearinghouse help desk and provided to the IRP Clearinghouse Committee for their review. The Committee will also provide the enhancement request to the other users of the system and ask for their input as well as a request for them to prioritize the requested enhancement (See Review Criteria)
  - 2.2. If the committee and other users deem an enhancement important and necessary to the system they will request AAMVA IS to review the cost associated with the enhancement. The costs are brought back to the committee for further discussion.
  - 2.3. If the committee does approve the enhancement and deems it important to the system they will request the costs be included in the next fiscal budget. The request will also be made to the AAMVA IS team for inclusion in their budget and time schedule.
  - 2.4. When the budget is approved all work will begin after the start of the fiscal year. Each change is scheduled with the AAMVA IS and a timeline is created.
3. Analysis & Testing (AAMVA IS)
  - 3.1. Analysis and Testing in a TEST or development environment is required.
  - 3.2. Test Results: The test results must be documented for each change request

- 3.3. Any changes that require jurisdiction users to test the change require acknowledgement of their testing and their results as well as their "sign off" on the change before it is moved to production.
  - 3.4. Implementation Procedure: An implementation checklist must be documented for each change request. The IRP, Inc. Help desk also conducts all testing.
  - 3.5. Rollback Procedure: A rollback checklist must be documented for each change request
4. Approval (AAMVA IS)
    - 4.1. The change request, implementation procedure and roll back procedure must be submitted for approval by technology division management. The Director of Internal Systems, VP IT Services or the CIO must approve all change requests BEFORE the implementation is scheduled.
5. Schedule & Alert (AAMVA IS)
    - 5.1. Schedule: Upon approval the LAN manager and Software development manager will coordinate the change(s) among other activities. Define who will perform the after hours implementation and who will cover the morning support. This staffing assignment should be included in the alert to all staff.
    - 5.2. Alert: Staff and/or customers must be made aware of the change at least 1 week in advance of the implementation date. They should also know who to contact the "Day After" if they have issues. The alerting will be done via email and Internet Web sites.
6. Implementation (AAMVA IS)
    - 6.1. Procedure: All changes must be performed while following the tested and pre-approved implementation procedure. Each step must be documented during the implementation.
    - 6.2. Testing: All services (affected or unaffected) should be tested to ensure operational integrity. A checklist of tests should be followed to ensure consistent and repeatable testing
7. Support (AAMVA IS)
    - 7.1. "Day After" morning support must be provided to all staff onsite and remote. The scheduling step should define who will perform the after hours implementation and who will cover the morning support. This information should also be included in the alert memo to users.
8. Documentation (AAMVA IS)
    - 8.1.1. Update the change request to show the results of the effort.
    - 8.1.2. If successful, Update existing documentation that is affected by the change.

## **Maintenance:**

Maintenance issues consist of day-to-day issues that arise from data file validation, ftp processes, invalid data display, failed hardware, etc. Day-to-day issues are usually transparent to the users of the system.

### ***Day-to-day Maintenance***

During the course of a day issues that are addressed are invalid data file and/or ftp problems. These issues are resolved by working directly with each individual jurisdiction that is experiencing problems. These issues do not require any approval, as they are programming/software related to only one jurisdiction at a time.

In the event that there is a hardware failure, such as a dead battery, the issue is also handled by the AAMVA IS staff and IRP, Inc. These issues are usually resolved in 24-48 hours and all costs are charged through the maintenance budget that was approved by the board of directors. These costs do not require approval as the costs are already built into the budget.

All users of the system are notified of any down time needed for maintenance issues by email, and notice is also posted on the web site.

### ***Program/web site maintenance***

In instances when maintenance issues arise due to data submission from jurisdictions, or a display is being skewed and when changes are required to the web site pages or the programs the following formal procedure is followed. All issues are discussed and approved by IRP, Inc. These issues are also transparent to the users.

1. Change Request Submission
  - 1.1. Change Request: Internal Systems staff and contractors must submit a "Change Request Document" for review and approval. The AAMVA IS will facilitate the collection and storage of this information. Until then electronic documents sent via email will be stored on the file server.
  - 1.2. File It: All requests must be filed and/or stored in the help desk system for future reference. For now all requests are stored in folder: "L:\AAMVAnet\Internal Systems\System Support\Documentation\Configuration Management\Change Request forms".
2. Analysis & Testing
  - 2.1. Analysis and Testing in a LAB (non-production) environment is required.
  - 2.2. Test Results: The test results must be documented for each change request
  - 2.3. Implementation Procedure: An implementation checklist must be documented for each change request
  - 2.4. Rollback Procedure: A rollback checklist must be documented for each change request
3. Approval
  - 3.1. The change request, implementation procedure and roll back procedure must be submitted for approval by technology division management. The Director of Internal Systems, VP IT Services or the CIO must approve all change requests BEFORE the implementation is scheduled.
4. Schedule & Alert
  - 4.1. Schedule: Upon approval the LAN manager and Software development manager will coordinate the change(s) among other activities. Define who will perform the after hours implementation and who will cover the morning support. This staffing assignment should be included in the alert to all staff.
  - 4.2. Alert: Staff and/or customers must be made aware of the change at least 1 week in advance of the implementation date. They should also know who to contact the "Day After" if they have issues. The alerting should be and can be done via email, Intranet and Internet Web sites
5. Implementation
  - 5.1. Procedure: All changes must be performed while following the tested and pre-approved implementation procedure. Each step must be documented during the implementation.
  - 5.2. Testing: All services (affected or unaffected) should be tested to ensure operational integrity. A checklist of tests should be followed to ensure consistent and repeatable testing
6. Support
  - 6.1. "Day After" morning support must be provided to all staff onsite and remote. The scheduling step should define who will perform the after hours implementation and who will cover the morning support. This information should also be included in the alert memo to staff/users.
7. Documentation
  - 7.1. Update the change request to show the results of the effort.
  - 7.2. If successful, Update existing documentation that is affected by the change. Such documentation includes Journals, Inventory, Diagrams etc. within 1 week.

## Review Criteria

### Enhancements:

Enhancements can be broken into two categories, internal and external. Internal changes are changes to the Clearinghouse system and related programs and web site. External changes affect the programming of the data file that each jurisdiction using the system submits on a daily/weekly/monthly basis. Criteria for each are slightly different.

#### Internal Enhancement Criteria (Clearinghouse change only)

- Cost
- Number of jurisdictions requesting same enhancement
- Purpose of enhancement will improve all users ease at using data in CH
- Plan change
- All jurisdictions finding a request as a priority

#### External Enhancement Criteria (user programming change)

- Change in the Plan – required change to keep in compliance
- Additional required data elements – new information is needed to enhance search
- Cost
- Change in jurisdiction information (ex: change in postal code)

## Operating Hours and Maintenance Windows

The AAMVA/IRP, Inc. office is open M-F 8:30AM – 5:00PM Eastern Time. Beyond normal office hours Internal systems support staff are “on call” for emergencies only.

All approved system or application changes must be scheduled in advanced. Most changes will be performed during pre-defined maintenance windows. Changes that need to be implemented expeditiously will still require approval but may be scheduled at the earliest possible time (outside of the pre-defined windows).

Scheduled maintenance windows are key to alerting staff/jurisdictions of changes and interruptions of services. The pre-defined maintenance windows include:

- Daily – Midnight – 6:00AM (Eastern Time)
- Monthly – The weekend on or just after the 15<sup>th</sup> of the month.

Special needs or scheduling logistics may require the occasional use of a larger window of the entire weekend. When this is needed more advanced notice is necessary to inform users. When needed the maintenance window will most likely be:

- Friday 8:00 PM – Monday 6:00 AM (Eastern Time)

## Index of AAMVA Internal Systems Documents

Part of the configuration management effort is to maintain and control the use of all Internal Systems documents needed to do the majority of Internal Systems related tasks. Such documents include Policies, Procedures, Checklists, Inventory, Design, Administration Manuals, User Manuals, Diagrams etc. If you require further information on this information contact the IRP, Inc. Help desk.

# Clearinghouse Enhancement Request Form

This form is provided for any Clearinghouse user to request an enhancement be made to the Clearinghouse system. Please provide as much information as possible when describing the requested enhancement. Also, please mark the priority level you feel this request should receive.

You can fax the request to the Clearinghouse Committee, via the Clearinghouse help desk at 703-908-2836, email the request to [jkalvaitis@aamva.org](mailto:jkalvaitis@aamva.org), or you can mail the request form to IRP, Inc., 4301 Wilson Blvd, Suite 400, Arlington, VA 22203.

Requesting Jurisdiction: \_\_\_\_\_

Jurisdiction Contact: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact Email address: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Enhancement Description: \_\_\_\_\_  
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Reason for enhancement request: \_\_\_\_\_  
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Priority Level: (circle one)      High                  Medium                  Low

Why: \_\_\_\_\_  
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\_\_\_\_\_