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|  Program Management Policy *Communications and Information Technologies(CIT)*  |
| Purpose | This policy provides the program management process that occurs when modifications, updates, or new installations are required. |
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| Scope | The program management process covers INB Banner and other Banner dependent hosted systems. |
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| Policy | Notifications are made through an email either from The Tennessee Board of Regents (TBR) for Banner Changes or the functional users for University specific changes. |
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| Procedures | * The Requestor (TBR or University Employee) sends a notification to CIT that contains the Banner Release installation file or changes that need to be made.
* The DBA will install the Release in the TEST Database Instance. Upon completion, the DBA will inform the MIS group that the installation has been completed in the TEST Database Instance.
* The MIS Group will verify the install was successful by reviewing the log files for errors or anomalies. If anomalies are found, the MIS Group will forward them back to the DBA, functional users or possibly back to TBR for corrections.
* Once the install is verified and complete, the MIS Group will inform the functional users of the changes. An email will be sent informing the functional users to review the release guides and readme files if applicable.
* Once the functional users complete the review and testing of the new objects and features, they will inform the MIS Group of any problem or concerns. If none are present, the functional users will then fill out a move to production form for the release or change, and return this form to the MIS Group. This form is available online at <http://www.tnstate.edu/cit/forms.aspx>.
* The MIS Group will inform the DBA to install the Release in the Production Database Instance.
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