

# Data Systems Change Policy

**NAME OF PART C/PART B 619 PROGRAM**

**PURPOSE**

The purpose of this data systems change policy is to establish authority and processes for considering requests to make changes to data systems and managing any approved changes to those data systems that support the PART C/PART B 619 PROGRAM NAME.

**DEFINITIONS**

A *data system change* is any change to an existing data system. A data system change includes any change including but not limited to: data items, response options, business rules/logic, system analysis of data, system generated reports, user interface, support documentation, technology, etc.

**AUTHORITY**

NAME OF STATE is federally required to collect and report Part C/Part B 619 data and collects such data through the data systems noted in the table below. Ramifications of any proposed data system change must be thoughtfully considered by weighing the local and state effort, impact and cost of the proposed change against the state and local benefits of the proposed change.

**RESPONSIBILITY**

It is the responsibility of AGENCY, PROGRAM, ROLE, ETC. overseeing the data for the PART C/PART B 619 PROGRAM NAME to establish and carry out processes associated with considering and overseeing any approved changes to PART C/PART B 619 PROGRAM data systems. It is understood that agency IT staff will be instrumental partners in considering and overseeing any approved changes. The following PART C/PART B 619 PROGRAM NAME data systems are covered by this data system change policy.

| PART C/PART B 619 PROGRAM NAME Data Systems |
| --- |
| 1. *(insert name of data system)* |
| 1. *(insert name of data system)* |
| 1. *(insert name of data system)* |
| 1. *(insert name of data system)* |
| 1. *(insert name of data system)* |
| 1. *(insert name of data system)* |

AGENCY, PROGRAM, ROLE, ETC. is responsible for ensuring adherence to this policy in PART C/PART B 619 PROGRAM data systems. AGENCY, PROGRAM, ROLE, ETC. is responsible for monitoring adherence to this policy. Any questions regarding the data system change policy will be addressed by AGENCY, PROGRAM, ROLE, ETC.. AGENCY, PROGRAM, ROLE, ETC. who will also secure or provide training and technical assistance on data system changes when requested. This policy will be reviewed ANNUALLY, BI-ANNUALLY, AS NEEDED by AGENCY, PROGRAM, ROLE, ETC. and they will address failures to adhere to this policy. AGENCY, PROGRAM, ROLE, ETC. and AGENCY DIRECTOR shall consider and determine what, if any, sanctions or consequences are to be levied on those responsible for violations of this policy.

The public will be informed about this policy through AGENCY WEBSITE, MANUAL, ETC..

**INITIATION OF REQUEST**

Requests to change an above listed Part C/Part B 619 data system shall be submitted on a completed *Data System Change Request Form*. (See sample *Data System Change Request Form*.) The *Data System Change Request Form* is to be publicly available at INSERT URL. In addition, each data system used by PART C/PART B 619 PROGRAM NAME shall inform users of the process for requesting a data system change. (Users may be informed about requesting data system changes through: SOURCE OF COMMUNICATION ABOUT CHANGES (E.g., DATA SYSTEM MANUAL, APPLICATION HOME PAGE, SUPPORT DOCUMENTATION, MEMOS, CORRESPONDENCE TO DATA SYSTEM USERS, ETC.).

Completed *Data System Change Request Forms* must be submitted to NAME OF OFFICE/ROLE <Alternatively: to any member of the AGENCY, PROGRAM, ROLE, ETC>. The recipient of the completed form shall acknowledge receipt by EMAIL OR OTHER WRITTEN MEDIUM within TIME PERIOD. Written acknowledgement shall include when a decision about the requested change can made and expected date of communication about the decision back to the requester.

**REQUEST REQUIRED INFORMATION**

A *Data System Change Request Form* shall be completed to initiate a change request. Sample form content areas include:

1. Requester contact information *(Required of requester)*
2. Name of data system *(Required of requester)*
3. Rationale for the requested change including description of the foreseen value of the proposed change and impact of change on local and state work. *(Required of requester)*
4. Details of the specific change desired associated with one or more areas below. All requested additions, deletions, modifications must be described. (R*equired of requester*)
5. New (or removed) item/field
6. Item response options
7. Descriptive text change (e.g., item, response option, element definition, application instructions, documentation)
8. Business logic (validations)
9. User interface
10. Dashboards
11. User permissions
12. System reports
13. Data exports
14. Embedded report tools and/or tools
15. System speed/capacity/scalability
16. Other
17. Form shall include addressee for submitting completed *Data System Change Request Forms*. (Incomplete requests shall be returned to requester for completion.)

GROUP, COMMITTEE, PART C/PART B 619 PROGRAM STAFF WITH SYSTEM AND/OR CONTENT KNOWLEDGE, AND/OR IT STAFF shall review a data system change request for new information to determine if the requested elements are already being collected.

Requested changes that have no impact; (e.g., spelling, grammar, minor user interface updates) can be made without additional information at the direction of the AGENCY, PROGRAM, ROLE, by PART C/PART B 619 PROGRAM STAFF WITH SYSTEM AND/OR CONTENT KNOWLEDGE.

Changes that will have impact require information from sources outside the requester. One or more members of SELECTED MEMBER(S) OF THE AGENCY, PROGRAM, ROLE, ETC. shall review the request and provide an informed estimate of the impact of conducting the requested data system change. The areas below are *examples of areas that should be considered*. All impact shall be written for further review and evaluation by the AGENCY, PROGRAM, ROLE.

1. Business logic (validations)
2. User interface
3. Dashboards
4. User permissions
5. Data exports
6. Embedded reports, system reports, tools
7. Data analysis
8. Continuity of pre-change data with post-change data
9. Technology (hardware, software, hosting, security, performance, system speed/capacity/scalability)
10. Agency staffing needs to design, develop, test, deploy, support
11. Internal agency functionality and processes
12. Budgets (short term, mid-term, long term, maintenance)
13. Local agency: systems, processes, staffing, etc.
14. Training (internal and external) to inform stakeholders of the change and ramifications of the change
15. Timeline to support and implement the change (communicating with stakeholders about upcoming change, scheduling change, implementing change)

As needed, upon the direction of the AGENCY, PROGRAM, ROLE, ETC., additional perceived impact information may be collected from local representatives (stakeholders) including both local content and local IT staff. Local perceived impact shall be written for further review and evaluation.

As needed, upon the direction of the AGENCY, PROGRAM, ROLE, ETC., a cost-benefit analysis may be conducted regarding the change request. Local, state agency, vendor, technology, and all other costs associated with the proposed change shall be investigated as part of a cost-benefit analysis. Cost-benefit analysis information shall be written for further review and evaluation.

**EVALUATION OF REQUEST**

The team evaluating the request for a data system change shall be made up primarily of those in the agency or program responsible for funding, overseeing, and supporting and processing the data (IT) based on the change. AGENCY, PROGRAM, ROLE, ETC. shall review the request and all additional information (e.g., impact, stakeholder input, costs) for completeness, benefits, and redundancy (with available data). The evaluation team shall decide to accept the request, deny the request, or table the request (e.g., pending more information) for future consideration.

The decision of the evaluation team shall be communicated back to the requester in a reasonable time depending on the significance of the request (e.g., 4-12 weeks). The response shall be in writing and include the decision made. If the data system change request was accepted the response back shall include the expected time for implementing the change. For all other decisions, a brief explanation shall be provided as to why the request was denied, tabled, or delayed.

**PLANNING FOR CHANGE**

AGENCY, PROGRAM, ROLE, ETC. shall establish a process for implementing an approved data system change commensurate with the magnitude of the approved change. PART C/PART B 619 PROGRAM STAFF WITH SYSTEM AND/OR CONTENT KNOWLEDGE shall have an established role in that plan to determine successful changes affecting Part C/Part B 619 data. A plan and schedule to support the approved changes will include input from PART C/PART B 619 PROGRAM STAFF WITH SYSTEM AND/OR CONTENT KNOWLEDGE. On large approved changes, Part C/Part B 619 stakeholder input may be sought and included in the plan. Plans that support ll substantial changes must establish and accommodate adequate local agency lead time to accommodate local changes to databases, where applicable. On substantially large approved changes, plans shall detail frequency and process for informing all interested stakeholders of upcoming planned system changes (e.g., newsletter, webinar, newsletter, trainings).

**IMPLEMENTATION, MANAGEMENT, CONFIRMATION AND COMMUNICATION**

AGENCY, PROGRAM, ROLE, ETC. shall devise a data system change plan commensurate with the approved data system change. Simple rudimentary changes shall be assigned to TECHNICAL STAFF, VENDOR, ETC. and designed, developed, tested and deployed as part of standard work under existing administration oversight or contractual obligations. Substantial data system changes may require a detailed plan, project manager, schedule, budget, etc. In some cases, additional or ongoing stakeholder input from local agencies may be required and sought by the project manager. At a minimum, AGENCY, PROGRAM, ROLE, ETC. or designee, shall inform stakeholders (e.g., newsletter, webinar, newsletter, trainings, etc.) of upcoming planned system changes. Where any state data system change requires local agencies to change their data systems, local agencies shall be provided ample time to make such changes. Such timelines will be determined and communicated to local agencies by AGENCY, PROGRAM, ROLE, ETC..

Once the data system change has occurred, supporting documentation (e.g., collection forms, data dictionaries, report titles, support manuals, system service documentation) shall be reviewed and updated as required to reflect the approved data system change. AGENCY, PROGRAM, ROLE, ETC. shall confirm that documentation changes have been made.