

SIS Change Request Overview and Process

Requests for SIS Enhancement, Customization, or Exception¹

Schools or departments may request enhancement to or customization of the SIS or may request an exception not to use delivered functionality. Requests will be reviewed by the SIS Advisory Board (SIS AB) for possible consideration by the Vice Presidents' Designees and/or the Integrated System Executive Committee.

Should a request for enhancement, customization, or exception be approved, the school or unit must comply with all standards related to the student system and will, as determined by the appropriate governing group, bear all costs associated with implementation of the change including, but not limited to, costs incurred by the SIS maintenance group; costs associated with meeting University security standards and audit requirements; testing; upgrades; patches; maintenance of data feeds; etc. of its excepted system(s) in a timely manner according to the specifications provided by the student system.² The governing group will provide the precise terms under which any approved enhancement, exception, or customization will operate.

A decision to grant an enhancement, exception, or customization will be based on its merits for the University as a whole.

Change Request Process

It is expected that SIS change requests will be completed by local experts within schools and offices electronically using the Master Template for SIS Change Requests and in accordance with the process outlined below.

Request forms should be submitted to the SIS AB as soon as the school or department identifies a need and the appropriate local expert consults with appropriate SIS team members to complete the Change Request form (see steps below). The SIS AB will review new and existing requests each month; requests deemed "mission critical" will be reviewed within 24 hours.

1. The request sponsor should consult with the Director of SIS or appropriate team members during proposal development to obtain a broad estimate of associated costs; the request will be logged in PRISM and submitted to the SIS AB for review.

¹ The process described herein pertains to proposals for SIS enhancements or customizations and proposals to not use delivered SIS functionality. SIS changes that result from evolving academic programs, as identified and/or approved by the Office of the Provost, will be routed through a modified process.

² Costs associated with exceptions or customizations granted by the Executive Committee will be absorbed by schools or departments, if so determined by the Executive Committee; it is further expected that schools and departments will consistently maintain, at their own expense, the versions of these applications that are most current and functional with the SIS.

2. Once the change request is complete, it should be submitted to the SIS AB chair, using the master template and including the documentation provided by the Director of SIS.
3. The SIS AB reviews new and existing change requests each month, and may ask to meet with requesting sponsors to review the request. It may also seek information from various parties in order to make a complete recommendation.
4. The SIS AB will make a recommendation regarding the request to the Vice Presidents' Designees (VPDs) in order to determine whether or not the request should be considered by the Integrated System Executive Committee.
5. If the requesting entity wishes to appeal the decision of the SIS AB or, if necessary, the VPDs, it may appeal to the IS Executive Committee. The decision of the IS Executive Committee will be final.
6. The requesting entity will be notified by the maintenance organization of the disposition of the change request. In addition, the SIS AB, user groups, and end users will be notified, as appropriate.