R11.3 Process Steps: New Development

Identify need to create a new job that will be scheduled

Create Request. Attach Functional Design containing scheduling specifics

Start

Start TST Scheduling

Start ENT Scheduling

Send email to prdsvcs@umn.edu. Attach scheduling form.

Send email to prdsvcs@umn.edu. Attach scheduling form.

Update ServiceNow Incident. Set Incident State to 'Resolved'

Update ServiceNow Incident. Set Incident State to 'Resolved'

End

Follow development process

Scheduling steps are below the red dashed line.

Migrate to TST

Migrate to ENT

Migrate to Prod

Send email to prdsvcs@umn.edu. Attach scheduling form.

Send email to prdsvcs@umn.edu. Attach scheduling form.

Update ServiceNow Incident. Set Incident State to 'Resolved'

Update ServiceNow Incident. Set Incident State to 'Resolved'

End

Notes:
1. A new email is required to request testing in each environment along the migration path. Each email will create a new ServiceNow Incident.
2. When a ServiceNow Incident is reassigned, an email message is sent to the members of the Assignment Group.

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