

Susiephone/Symology Change Request Process

1. The organisations administrator user raises the change request online using the "Enter Change Request" function.
2. The change request is sent to Symology for a sanity check and to make sure the request isn't a support issue.
3. If the request is a support issue it is passed to the Symology Customer Support Team and the Change Request Process ends. Otherwise the request is passed to the Systems Assurance Team (SAT) at their next meeting.
4. The SAT will review the request. If the request is not required the SAT will communicate the reasons the request has been rejected to the originator of the request and the Change Request Process ends. Otherwise the SAT will produce documentation describing what is required and pass this on to Symology with a High Medium or Low priority rating.

HIGH = Critical to the running of the system

MEDIUM = required but not critical to the running of the system

LOW = Nice to have but not essential.

5. Symology will review the request and produce a proposed solution, which should include rough timescales & any costs likely to be incurred. (N.B. the proposed solution will not always be a change to the software, the proposed solution may be a process/procedure for the user to follow to use the Insight software correctly or a description of why the request may not be done as described.)
6. The proposed solution will then be passed to SAT & Susiephone who will discuss it with the originator to ensure the original requirements will be met.
7. If the proposed solution involves costs it will be passed to the SRWR Management Group for discussion. If the proposal is rejected due to the cost the request and proposal are passed back to Symology for a review. If the request is rejected after the review an SRWR representative to communicate the reasons the request has been rejected to the originator of the request and the Change Request Process ends. If the request is accepted Susiephone will pass approval of any costs to Symology.
8. If the proposed solution is accepted the SAT will pass the acceptance of the solution to Symology.
9. Symology will then respond to the acceptance of the solution with timescales (if any development/configuration is necessary).
10. Symology will then carry out the work required to implement the solution (if any development/configuration is necessary) and perform their internal QA.
11. The test site will then be updated with the solution (if necessary) and the SAT will perform their QA.
12. Once the SAT have completed their QA the live site will be updated with the solution (if necessary), along with a description of the change as a message on the landing pages.

Fast Tracking of requests

It is appreciated the above process can lead to requests lying dormant waiting for groups to review them before they are processed. This Fast Tracking process can be used to speed up the process if a request is considered to be of an urgent nature.

1. Step 1 above is carried out as normal.
2. The originator of the request contacts the Contract & Liaison Manager (Iain Ross) explaining why the request is urgent.
3. The Contract & Liaison Manager will discuss the request to the Chairperson's of the Systems Assurance Team and the SRWR Management group, and representatives from the Office of the Scottish Road Works Commissioner asking if they support it.
4. If it is not supported the reason is given back to the originator and the request falls back into the normal process above at Step 2.
5. If it is supported the Contract & Liaison Manager will record the request as a Critical request. They will then contact Symology, asking them to review the request and produce a proposed solution, which should include rough timescales & any costs likely to be incurred. Symology will also be apprised of the urgency of the request.
6. If the proposed solution involves costs it will be passed to the Chairperson of the SRWR Management Group. If the proposal is rejected due to the cost the request and proposal are passed back to Symology for a review. If the request is rejected after the review the Contract & Liaison Manager will communicate the reasons the request has been rejected to the originator of the request and the Change Request Process ends.
7. The process above is followed as normal from Step 9.

With Symology and the Systems Assurance Team aware of the urgency of the request it is expected the request will be dealt with more expediently than normal.

