e-Branch Change Process

The following is a summary of the process that takes place when considering changes to the software or hardware upon which the e-branch system operates.

I. Monitoring - Monitor blogs and other news sources for notices and updates of system software

II. Preparing
   a. Review expected outcomes of change
      i. What features/functions will be altered?
      ii. What benefits/risks do such changes present?
   b. Potential changes are considered in light of the system priorities
      i. Security
      ii. Stability
      iii. Sustainability
      iv. Scalability
      v. Usability
      vi. Retaining Features
      vii. Adding New Features
   c. Decision to proceed

III. Testing and Evaluation
   a. Installation of system on testing server
   b. Test key functionality and compatibility with related software/services
   c. If errors are encountered in testing, then
      i. Make adjustments to local system if it’s a local issue
      ii. Submit error/bug reports to software source
      iii. Retest after adjustments
   d. Decision to proceed

IV. Scheduling and Notification
   a. Schedule date for system change
   b. Notify users of expected change – timing and what changes they can expect via e-branch blog, LibIdaho mailing list, Newsletter, and/or Email to e-branch site contacts
   c. Update e-branch manual to reflect system changes

V. Installation
   a. Create full system backup for roll-back just-in-case
   b. Install change

VI. Retest and Finalize
   a. Test key functionality
   b. Decision to maintain change
   c. Determine and, if necessary, remove related software made unnecessary by change.