

SDLC Activity/Deliverable by Effort Type	Possible Business Interactions	
	Responsible	Business Formal Signoff Required
<i>Production Incident (i.e., Problem/Interrupt) Resolution</i>		
Business or Technical Request / Help Desk Ticket	DHHS IT/Business	n/a
<i>Either the business or technical support staff can identify a production incident that requires resolution</i>		
Conduct Post Implementation Verification	Business	Business Owner to notify DHHS IT Manager/ DHHS IT Technical Lead/ DHHS IT Staff on call
<i>Maintenance</i>		
Business Request / Help Desk Ticket	Business	n/a
Document the Detailed Business Requirements	Business	Yes ¹
Create Statement of Work	DHHS IT	Yes
Create Detailed Schedule / Work Plan	DHHS IT	Yes
Document Change Requests (if applicable)	Business/DHHS IT	Yes
Update/Create User Acceptance Test Plan and planned Test Cases	Business	Yes
Execute User Acceptance Testing and log UAT Findings/ Problem Resolution	Business	n/a
Obtain User Acceptance Signoff	DHHS IT	Yes
Obtain Implementation Approval (for a specific date)	DHHS IT	Yes
Conduct Business Post Implementation Verification	Business	Yes
<i>Enhancements</i>		
Business Request via DHHS IT Enhancement Request form / Help Desk Ticket	Business	Yes
Obtain Budget Approval (if applicable)	DHHS IT/Business	if applicable
Document Detailed Business Requirements	Business	Yes ¹
Create Statement of Work	DHHS IT	Yes
Create Detailed Schedule / Work Plan	DHHS IT	Yes
Document Change Requests (if applicable)	Business/DHHS IT	Yes
Update/Create User Acceptance Test Plan and planned Test Cases	Business	Yes
Update Security Plan (if applicable)	Business	As defined by the business
Update/Create Data Conversion Plan (if applicable)	DDHHD IT	Yes
Update/Create Implementation Plan (including contingency/ rollback plan)	DHHS IT	Yes
Update/Create Training Plan (if applicable)	Business ²	As defined by the business
Execute User Acceptance Testing and log UAT Findings/ Problem Resolution	Business	n/a
Obtain User Acceptance Signoff	DHHS IT	Yes
Update Disaster Recovery Plan (if applicable)	DHHS IT	Yes
Update/Create Training Manual/Materials (if applicable)	Business ²	As defined by the business
Update User Manual/Help Documents (if applicable)	Business ²	As defined by the business
Update Online Help (if applicable)	Business ²	As defined by the business

SDLC Activity/Deliverable by Effort Type	Possible Business Interactions	
	Responsible	Business Formal Signoff Required
Obtain Implementation Approval (for a specific date)	DHHS IT	Yes
Conduct End User Training (if applicable)	Business ²	As defined by the business
Conduct Business Post Implementation Verification	Business	Yes
New Development		
ITGB Request to Pursue Initiative & ITGB Application Budget Supplement - Notify DHHS IT Infrastructure and/or DHHS IT Tech Support and Services of impacts to DHHS IT-supported infrastructure	Business	Yes
If TCO ≥ \$100K: Obtain Approval – DHHS ITGB	Business	n/a
<i>TCO = Total Cost of Ownership: cost of implementation plus five years of operations and maintenance</i>		
<i>ITGB Approval includes a review of budget requirements</i>		
If TCO < \$100K: Obtain Budget Approval	DHHS IT/Business	Yes
Document Detailed Business Requirements	Business	Yes ¹
Create Statement of Work	DHHS IT	Yes
Create Detailed Schedule / Work Plan	DHHS IT	Yes
Document Change Requests (if applicable)	Business/DHHS IT	Yes
Create User Acceptance Test Plan and planned Test Cases	Business	Yes
Create Security Plan	Business	As defined by the business
Create Data Conversion Plan (if applicable)	DHHS IT	Yes
Create Implementation Plan (including contingency/rollback	DHHS IT	Yes
Create Training Plan (if applicable)	Business ²	As defined by the business
Execute User Acceptance Testing and log UAT Findings/ Problem Resolution	Business	n/a
Obtain User Acceptance Signoff	DHHS IT	Yes
Create Disaster Recovery Plan	DHHS IT	Yes
Create Training Manual/Materials (if applicable)	Business ²	As defined by the business
Create User Manual/Help Documents (if applicable)	Business ²	As defined by the business
Create Online Help (if applicable)	Business ²	As defined by the business
Obtain Implementation Approval (for a specific date)	DHHS IT	Yes
Conduct End User Training (if applicable)	Business ²	As defined by the business
Conduct Business Post Implementation Verification	Business	Yes
Document Lessons Learned	DHHS IT	Yes

¹ Required to proceed with the effort² Business Owner will create unless otherwise specified in the SOW and Detailed Schedule/Work Plan