

DIRM SDLC NOTICE (May 16, 2014)

TO: Business Contacts for DIRM-supported Applications/Systems
FROM: Division of Information Resource Management (DIRM) IT Manager
RE: Revised DIRM System Development Life Cycle (SDLC) Released

On May 8, 2014, DIRM released the revised DIRM System Development Life Cycle (SDLC) methodology, and is now in a 60-day comment period to fine tune the process. The purpose of this communication is to inform you that all DIRM personnel are required to comply with the DIRM SDLC for all applications support efforts currently in process and new efforts going forward. The DIRM SDLC provides a standardized process that must be followed for all incident (i.e., problem/interrupt) resolution, maintenance, and enhancement efforts undertaken by DIRM to support a production application, system, and/or applications-related solution. All DIRM new application/system/solution development efforts are also required to comply with the DIRM SDLC as well as with any other state and departmental reporting requirements.

The DIRM SDLC covers all steps of application support efforts (i.e., from receiving requests to final effort closeout after implementation), provides required templates for efforts, and delineates the different responsibilities and approvals required for the business owners, DIRM, and/or other technical support staff. DIRM is in the process of developing a *DIRM SDLC Business Owner Checklist* to provide you with an overview of business responsibilities for SDLC required deliverables. When finalized, the checklist will be forwarded to you and will be posted on the DIRM website (<http://www.ncdhhs.gov/dirm/>).

As the DIRM IT Manager over the team that provides IT support to your business area(s), I am available to answer your questions about the DIRM SDLC process.

Thank you for your partnership and continued support.

www.ncdhhs.gov • www.ncdhhs.gov/dirm

Tel 919-855-3000 • Fax 919-733-8871

Location: 695 Palmer Drive • Raleigh, NC 27603

Mailing Address: 2015 Mail Service Center • Raleigh, NC 27699-2015

An Equal Opportunity / Affirmative Action Employer

