

Software Request Policy

Purpose

IT Software Development and Innovation Division (IT-SDI) allows USEK to leverage its computing usage by creating applications specifically customized to its needs and requirements, integrating existing applications and systems, or recommending the purchase of an application.

The purpose of this policy is to highlight the process of requesting a new application or modifying existing applications.

Scope

This policy applies to all USEK users, i.e. anyone according to his/her needs, can recommend to his/her superior a new application that can enhance the work of his/her office/department and provide a better service to the community.

General Policy

1. All software requests are submitted through a form on the intranet portal MyUSEK.
2. The user should define his/her requirements or be assisted by the IT-SDI division.
3. In order to process the request, it needs the approval of the unit director.
4. The above policy procedure consumes both effort and time, i.e. USEK resources.

New Software - Approval Process

1. The head of the IT-SDI division analyses the functionalities and needs, development cost (duration, resources) and added value, then provides recommendations.
2. The IT Director approves developing or buying new software.
3. Depending on the amount to be invested, the issue will be escalated to reach the IT Steering Committee, which can give the 'go ahead' to develop or buy new software.
4. The final step is up to the President, who will ultimately decide whether to develop or buy new software.

Change in Existing Software - Approval Process

1. In case a change is needed or requested, the head of the IT-SDI division analyses development cost and its relevance.
2. Normally the IT Director either approves or declines further development.

3. If a major change is required, the IT Steering Committee has the final say.

Development Process

1. Based on user needs, the head of the IT-SDI division prepares the documents accordingly, including project plans and resources allocation, as well as other specific software requirements.
2. The end result is defining the design and architecture of the software. Furthermore coding languages and platforms are chosen.
3. The division builds the application or the modification.
4. Testing and quality assurance is applied.
5. The software is delivered and implemented, including training for the users.
6. Final documentation is written.

Declaration of Understanding

I, [employee name], have read, understand, and agree to adhere to USEK's Software Policy.

Name (Printed): _____

Name (Signed): _____

Today's Date: _____