



Enterprise System & Services – Telecommunications Division
Resources/Data - Development Policy

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I. PURPOSE AND GOALS

This document contains guidelines for developing any application that would access resources/data on a TD system. The intent of this policy is to:

- Advise TD of any development against its resources
- Increase the likelihood that development will not impact existing services or hardware.
- Assist in a clear understanding of, and agreement on, resource utilization and support required.

This policy applies to all parties with approved access to TD resources/data. Following this policy is particularly important because TD resources ultimately serve a large end-users population. If a party is developing an application that will use TD resources, and does not abide by this policy, the department head should notify the Director of Telecommunications of that intent. TD will not ensure support for any application that does not conform to all applicable information technology standards, particularly with respect to interoperability, accessibility, and communications compatibility. TD also reserves the right to terminate access to data for applications that have not been approved through this policy.

II. RESPONSIBILITIES

The project ownership of an application resides with the developing party that designs and implements the application.

Each application should have a "primary contact" owner. TD remains solely responsible for the data and its supporting resources. For information regarding data collection, see: http://www.td.rutgers.edu/documentation/Policies/Network_Data_Collection_Standard.pdf

III. REQUIREMENTS

1. Application Feasibility Analysis

All parties interested in developing applications against TD resources/data must request access. The following information must be provided and approved prior to development:

- Identify and document the purpose for the new application, and a rough timeline.

Key features of the new system, both functional and technical (cross- platform, relational database, etc.) should be explicitly stated.

- Identify and document the resource requirements for the new application.

Servers, memory, disk space, etc.

The contents of the requirements analysis specified in these guidelines, are the (ultimate) responsibility of the developing customer.

2. Process Reengineering/Requirements Definition

All changes and improvements to existing applications must also be approved by TD. The party interested in modifying an existing application must complete the feasibility analysis. (See against III.1)

- Ensure that opportunities for improved methods and processes, supported by the new system, are fully supported.

3. External Software

For purchased vendor packages, the responsible party for the application must provide information as required in the feasibility analysis in III.1.

IV. IMPLEMENTATION

Implementation includes any programming for the system; unit testing, system testing, and acceptance testing; training; and establishing operational procedures. The new application should comply with all applicable University, OIT and TD standards and policies.

1. Pre-Production

1.1 For a new application, the system will not be implemented (go into production, replacing an old system[s] or manual process[es]) until the developing party has completed user acceptance testing and considers the system to be sufficiently ready. TD (Network Services) will provide the developing party with a list of all known deficiencies before recommending that the system go into production.

1.2. Premature implementation of a system can be identified by the variety and seriousness of problems that occur after the implementation date. To avoid these problems, it is recommended that:

- The implementation date not be firmly established until the start of this phase, if a firm date is required to help affected departments plan for and implement the system. (The establishment of a range of expected development time can be used to measure, as necessary, the performance of those developing the application.)
- If and when a firm date is set, an alternate date and implementation plan be formally established to provide a viable option to premature implementation.

2. Post-Implementation Review and Guidelines Updating

2.1. For the purposes of these guidelines, the post-implementation review is intended to identify areas of possible improvement in the way that application systems are developed, not to identify problems with the application that is now operating.

2.2. The post-implementation review should be conducted by the developing party and TD (Network Services), jointly, based upon an agreed timeline.

3. Documentation

The developing party and TD (Network Services) will document and maintain a list of all applications developed against TD resources/data.
