Nevada Affordable Housing
Assistance Corporation

General Office Administration
DOCUMENT MANAGEMENT SYSTEM (DMS) - UPDATES, ADMINISTRATION, AND TECHNICAL SUPPORT

Policy Area: General Office Administration	**Subject:** IT Procedures
Title of Policy: Document Management System (DMS) - Updates, Administration, and Technical Support	**Number:** 700.C.08-GOA IT
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PURPOSE:

The NAHAC Document Management System (DMS) was developed and is maintained by C & C Consulting, LLC. (C&C) an Arizona Limited Liability Corporation. This document outlines the policies and procedures governing the update, administration and technical support of the NAHAC DMS.

POLICY:

 A. General administrative tasks are performed by staff according to the security model.
 B. Tasks not available to staff are performed by C&C as requested by appropriate staff.

PROCEDURES:

System Updates

 A. Updates include system changes and/or required program maintenance.
 B. Updates must have minimal impact to the production system.
 C. Updates must be tested prior to deployment to the production system.
 D. Updates must be documented as reported and completed.
 E. Updates affecting the security of the data require an affirmative approval.

The following procedures are followed when an update to the DMS is requested:

1. Determine the best approach to implementing the requested change, considering the following factors:
    i. The urgency of the requested change.
    ii. The size and scope of the requested changes.
    iii. The potential impact to other areas in the system.
    iv. The ease of implementation of the requested change.
2. If the requested change will affect the security or the security model of the DMS, summarize the changes and submit a request for approval to the VP of Operations and hold off on changes until an affirmative approval is received.
3. Update the DEV/TEST system using the approach determined in Step 1.
4. Test the updated section on the DEV/TEST system.
5. Test other areas that could potentially be impacted by the update.
6. Perform a full backup of the source code on the live system.
7. *If database changes are required,* perform a full backup of the database on the live system and verify the backup can be restored.
8. Deploy the changes from the DEV/TEST system to the live system. *Changes with Critical or High Urgency or changes with minimal impact to the PROD system can be deployed during normal business hours (8A to 5P, Pacific Time). Changes with Low Urgency or high potential impact to the live system will be deployed outside of normal business hours.*
9. Test the updated section on the live system.
10. Test other areas that could potentially be impacted by the update on the live system.

Technical Support

A. Problems with DMS can be reported at any time via email
B. Problems that are critically affecting DMS can be reported via phone or SMS
C. All reported problems are evaluated for urgency and impact to determine the appropriate response level

Procedures for Critical Problems [problems affecting multiple staff or all users]

1. Report the problem by text message (best) or by phone to 602-478-4383
2. C&C will review the problem within 1 hour in most cases and provide an update via email, phone or text with an estimated time to repair
3. C&C will provide updates via email, phone or text if changes to the estimated time to repair
4. C&C will notify NAHAC via email, phone or text when repairs are complete.
5. C&C will provide via email a root cause analysis for critical problems and, where applicable, determine if any changes to prevent future instances of the problem are needed via the update procedures.

Procedures for Non-Critical Problems [limited users affected]
1. Report the problem via email to chris.kontz@gmail.com
2. C&C will review the problem within 1 business day in most cases and provide an update via email with an estimated time to repair.
3. C&C will provide updates via email if changes to the estimated time to repair.
4. C&C will notify NAHAC via email when repairs are complete.

C&C will determine if any changes to prevent future instances of the problem are needed via the update procedures.