OFFICE OF INFORMATION TECHNOLOGY (OIT)
Policies and Procedures Manual

2.6. Administrative Application Software Security and Update Policy

2.6.1. Purpose

2.6.1.1. To provide guidelines with regard to the security of and accessibility to enterprise-level administrative application software and databases.

2.6.1.2. To provide a method by which direct updates to enterprise-level administrative application databases can occur in order to save time or automate processes (such as with interfaces between disparate systems).

2.6.2. Policy

2.6.2.1. OIT will have full responsibility for the security and access to all enterprise-level administrative software applications and their respective databases used by University of La Verne (e.g. Student, Financial Aid, Finance, Alumni, and Human Resources).

2.6.2.2. Functional departments will have the ability to sign off on and assign accounts to users.

2.6.2.3. Update access to the enterprise-level databases in a direct manner outside the scope of the application software will not be provided to any functional user.

2.6.2.4. Direct updates to the enterprise-level databases will only be performed by an OIT staff member or outsourced entity as follows:

2.6.2.4.1. The request to do so must be made, in writing, by the functional unit manager.

2.6.2.4.2. The update script/process must be fully tested in a nonproduction instance of the database and approved by the functional unit and the appropriate OIT personnel prior to running in Production.

2.6.2.4.3. A functional unit staff member must actively participate in the testing and be present to confirm results during the Production run.

2.6.2.4.4. A log or other record of all direct updates to a database will be maintained for each enterprise-level administrative application system.

2.6.3. Procedure

2.6.3.1. Functional unit manager submits a detailed request for direct update against an enterprise-level administrative application database in writing to OIT. Request should indicate which functional unit staff member would be responsible for participating in the development and testing of the script/process.

2.6.3.2. OIT assigns the task to appropriate staff member.

2.6.3.3. OIT staff member works with functional unit staff member to develop and test the script/process in the non-production instance of the database. Functional units then test for desired result(s). Notifying OIT immediately of any issues.

2.6.3.4. Appropriate functional unit and OIT personnel sign off on the script/process, prior to any activity occurring in Production.

2.6.3.5. Direct update is run against Production instance of database. Functional units then test for desired result(s) again. Notifying OIT immediately of any issues.

2.6.3.6. Record(s) for the enterprise-level administrative application is updated reflecting details of what was done.

2.6.4. Approval and adoption

2.6.4.1. Approved by the Chief Information Officer and Executive Vice President and adopted effective 10/15/2002.

2.6.4.2. Updated naming of ULV to La Verne as well as formatting of document. Reviewed and approved by the Chief Information Officer and Vice President for Facilities & Technology Services and adopted effective 11/1/2017.

2.6.4.2. Updated terminology and technologies and move approvals to the end of document. Reviewed by Senior Directors of Infrastructure and Enterprise Applications, and CIO and adopted effective 7/1/2020.

2.6.4.3. Reviewed by AVPs of Infrastructure and Systems, Enterprise Applications, and CIO with no changes made as of 7/1/2023.