

# 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 non-production 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.

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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.

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### 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.