

Software Change Request Process

Revised September 2024

1. Authorized Submitters submit Change Request to NFC.GESDRequest@USDA.GOV for processing. An AD-3003 Software Change Request (SCR) Form is required for external customer-specific application change requests.

Some changes do not require an AD-3003, Software Change Request (SCR) form. Some reasons include internal requests, annual/recurring projects, mandated - community-wide projects, regulatory changes, fixes for problems identified by audits, vulnerability scans, penetration tests, etc., and when an IR is converted to a project.

2. The Project Control Office (PCO) logs request into the tracking system and establishes a project folder. The tracking system automatically generates an email acknowledging receipt of the request and provides the requestor/Authorized Submitter the project number.
3. The request is assigned to either the Operations Service or Technical Services group for evaluation. The project will be reviewed to determine if it will be accepted or rejected by the National Finance Center (NFC) Configuration Control Board Approval Council (CCBAC). In either case, a system-generated notice will be issued to the requesting agency.
4. System/Web Requirements Branches (SRB/WRB) review technical requests, assesses overall potential impacts, determines initial level of effort (LOE), Phase completion option, and assigns estimated Functional Requirements Document (FRD) Due Date if applicable.
 - If funding is not required (i.e., Community wide project) project is reviewed and placed in que for development and implementation.
 - Rough Order of Magnitude (ROM) requests are reviewed by SRB/WRB to determine LOE estimate, and estimated cost is provided to customer.
 - If funding is required, SRB/WRB requests initial Interagency Agreement (IAA) and PCO IAA Coordinator provides initial IAA LOE cost estimate to Financial Management Office (FMO)
 - Funding request amounts will be based upon the ability of NFC to complete a designated project phase within the current Fiscal Year. If the project spans multiple Fiscal Years (FY), NFC will create a new funding document for the remaining phase(s).
 - Project Phase are: 1. Functional Requirements Documentation, 2. Development, 3. Quality Assurance Testing, and 4. Customer Acceptance Testing and Implementation.
5. FMO issues IAA to customer
6. Customer returns signed IAA (required prior to any work commencing)

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7. FMO provides charge codes to Government Employees Services Division (GESD)
8. SRB/WRB prepares FRD for review and obtains approval from applicable Development areas when applicable.
9. SRB/WRB provides the approved FRD to Client Management Branch (CMB) for distribution to the customer.
10. Customer returns signed FRD within 14 days with indication that the agency will/will not participate in Customer User Acceptance Testing
11. National Finance Center (NFC) completes level of effort (LOE) estimates for IAA and determines Phase completion option.
12. PCO sends intermediate/final IAA package to FMO.
13. FMO prepares IAA/IAA Mod and forwards to customer.
14. Customer returns signed IAA within 14 days (required for Development work to commence and project to be scheduled for implementation)
15. PCO presents eligible projects to Configuration Control Board (CCB) for scheduling following receipt of FRD and IAA signed by customer.
16. CCB schedules new projects to determine which release (PP06, PP13, PP19) or pay period when it will be implemented, and reviews scheduled project status.
17. NFC completes development work (Phase 2), allows two pay periods for Quality Acceptance Testing (QAT) (Phase 3), and two pay periods for Customer User Acceptance Testing (CUAT)/Implementation (Phase 4) to validate/implement change.
18. On June 1st all funded projects will be reviewed for Phase completion status in current FY. Those that cannot be fully implemented prior to PP19 or End of Fiscal Year (EOFY) will have remaining Phases deferred until the following FY. Any remaining IAA funds are returned to customer for deobligations.
19. Deferred projects will have a new IAA requested once EOFY has passed and new FY funding is available.
20. Changes that can be implemented prior to EOFY are migrated to production upon approval.
21. Following implementation PCO closes SCR in tracking system two pay periods after implementation following verification that all tasks are closed.

- Note -

PCO Project Review Team reports status issued to customers monthly