



Process documentation

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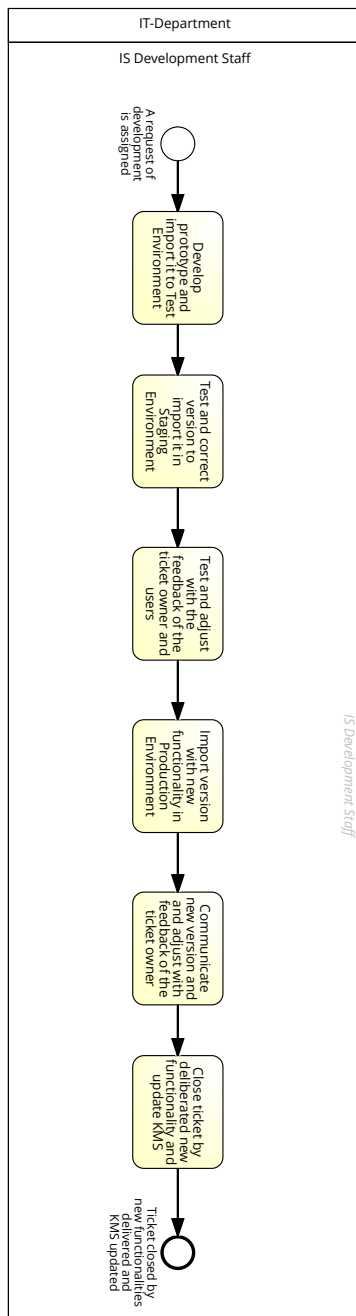


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<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
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1.1 Diagram



1.2 Description

The proposal of development is implemented and tested in the development environments to finally liberate it and make it available for the users in the Production Environment. The ticket is successfully closed with a new functionality delivered and the KMS is updated.



1.3 Elements

Process elements

A request of development is assigned

Start Event

The process start once a Developer Team has been assigned to implement a request of development.

Organization units: IT-Department - IS Development Staff

Develop prototype and import it to Test Environment

Task

The proposal of development and prototype are implemented in the Development Environment and then imported in the Test Environment.

Organization units: IT-Department - IS Development Staff

Test and correct version to import it in Staging Environment

Task

The development version in the Test Environment is tested by QA staff, who delivers observations and comments of how the system and new functionalities are working. The Developer Team resolves all observations and comments and then import the new version of the system with the new functionalities in the Staging Environment.

Organization units: IT-Department - IS Development Staff

Test and adjust with the feedback of the ticket owner and users

Task

The new version in Staging Environment is tested and adjusted according to the feedback of the ticket owner, system responsables and users. The new version is ready to be import to last development environment.

Organization units: IT-Department - IS Development Staff

Import version with new functionality in Production Environment

Task

New version of the system with the new functionalities requested is put available in the Production Environment. The system is checked to assure the correct performance.

Organization units: IT-Department - IS Development Staff

Communicate new version and and adjust with feedback of the ticket owner

Task

Once the new functionalities are available in Production Environment, this is communicated to the ticket owner and people responsible or involved. If it is necessary an adjustment is done according to the feedback of ticket owner and responsible people of the request.

Organization units: IT-Department - IS Development Staff

Close ticket by deliberated new functionality and update KMS

Task

When the correct performance of the system is assured, the ticket of request of new functionality is closed. Also the KMS is updated with the correct usage of the new functionalities and new FAQs are created if necessary.



Organization units: IT-Department - IS Development Staff

Ticket closed by new functionalities delivered and KMS updated

End Event

Process ends with a new functionality successfully delivered and the ticket closed.

Organization units: IT-Department - IS Development Staff

Organization units

IS Development Staff

Lane

Organization unit: IT-Department

IT-Department

Pool