

Standard Operational Procedures and Guidelines

Section 1: Planned System Outage

For sending communication regarding an upcoming planned system outage, follow the steps below:

1. Go to the Enterprise System Catalog web site
2. Find the business steward, technical steward and security steward information for the given system
3. Send an email to the business steward providing all the details about the outage. Make sure that you copy the technical steward and security steward on your email.

Section 2: Authorization to Operate (ATO)

In order to deploy any new system or enhancement to an existing system, you will need ATO approval.

1. Engage your product owner/sponsor as early in the process as possible.
2. Make sure to obtain ESC number for the given system from Enterprise System Catalog.
3. Use the ESC number assigned to your system in all subsequent steps (e.g. procurement, submission of stage gate reviews)