DTC Salesforce System Integrator Module Checklist and Policy Handbook

Under Review

This page is currently undergoing updates and review.

Introduction

About This Document

The following is an introduction to the DTC, the Salesforce Center of Excellence, and an overview of the DTC lifecycle.

Purpose of this Document

This document is intended to provide a high-level overview of DTC release policies and deadlines as well as to provide references to additional supporting documentation.

Who Should Read this Document?

Both new and established DTC Salesforce System Integrator (SI) partners and Business Owners (BOs) are encouraged to read and become familiar with the content of this document.

What is the DTC?

In 2018, the Veterans Affairs (VA) Office of Information Technology (OIT) piloted a “Digital Transformation Center” (DTC) that is now an enterprise-scale driving force in the VA’s IT modernization journey. The key goals of the DTC are to accelerate health and benefits delivery outcomes for Veterans and their families, expedite the delivery of no-code and low-code digital products, improve customer experience for VA providers and employees, and enable VA developers to securely access VA data using Application Programming Interfaces (APIs).

In everyday operations, the DTC works closely with VA program offices, development and product partners, and end users within the highly collaborative framework of “One DTC Team”. However, as a term in this document, “DTC” or “the DTC” is used in a project perspective to collectively describe the dedicated human resources, processes, policies, and technologies in execution today. As a VA OIT project, the DTC team reports to VA OIT Project Special Forces. As of Winter, 2020, the 115 person DTC team had delivered 123 Software-as-a-Service (SaaS) and Platform-as-a-Service (PaaS) products.

DTC Salesforce Orgs

The VA instance of Salesforce (including all modules) uses a shared Authority to Operate (ATO) under the Federal Risk and Authorization Management Program (FedRAMP). As of Spring 2022, there are seven authorized Salesforce orgs, which can be one of the following impact levels:

- FedRAMP High Org
- FedRAMP Moderate Org

For more information on FedRAMP impact levels, refer to [Understanding Baselines and Impact Levels in FedRAMP (fedramp.gov)].

Deployment Tools

Each of the following orgs uses the corresponding deployment tools:

- VA - Copado
- VAPM - Copado
- VHA-Gov - Copado
- VA-Vet - Copado
- VA-LOB - Copado
- VBA-VHB - Copado
- VAEMPL - DX
- VAEMCC - DX

Discovery (Intake)

Discovery Stage

The Discovery Stage is the beginning of the DTC lifecycle for all VA Salesforce Modules, as well as all other SaaS and PaaS products. The DTC Product Portfolio Team (previously called Intake) partners with the OIT PaaS/SaaS Product Security Team (PSPST) (previously called Security) to process requests. Each distinct request will go through this stage, even if a solution has already been procured.

Intake requests (to be submitted by business owner) are submitted on the VA OIT website: https://www.oit.va.gov/marketplace/. Scroll to the bottom of the page and click **request a products not found in the marketplace.** Fill out the form with the appropriate information and click **Submit.**

After your request has been submitted, the Product Portfolio team will walk you and/or your Business Owner (BO) through the following milestones:

- Security Assessment Call
- Data Security Categorization (DSC)
- Beginning Security Impact Analysis
- Salesforce Org Review
- Confirm Funding for New Module
- Gateway Review Approval

Note:

Only after completing these steps and receiving the Gateway review approval will sandboxes be allocated to development teams in any Salesforce org.

Onboarding

Onboarding Stage

Following the Discovery Stage, the SI Team proceeds with onboarding activities, which include subscribing to mailing lists, receive meeting invites, and request access to DTC Salesforce-based processes. This is a crucial stage for the SI Team as it allows them to secure ample planning time, gaining necessary account access, setting up testing practices, planning the development schedule, and familiarizing themselves with DTC policies and communication channels.

The next several stages cover the development and release part of the module lifecycle.

Step/Action	Details and Instructions

Receive Gateway Approval	**Instructions**:
	
	• After securing gateway approval, the new module team will receive an email confirming that the DTC Application and Copado Project records have been created.
	• Within the week, teams must confirm the listed module information as well as provide approvers and POCs for the modules.
	• In the email, team members will also be able to request an invite to the following meetings. For further information about these meetings and the invitation attachments, refer to the *Weekly Standing Meetings in the Supporting Information* section below.
	    ◦ Morning Integrator Huddle
	    ◦ DTC Architects' Office Hours
	    ◦ VA Salesforce Security & Integrations Risk Assessment Meeting
	    ◦ VA Weekly Architecture Review Meeting
	
	Details: Teams will not be able to submit cases or add users until this step is complete.

Request VA 508 SME Assignment	The project team requests VA 508 SME resources to provide a project 508 consult (not testing, but typically 1-4 hours a week support). Requests are submitted via Service Now (SNOW) (Ask the 508 Office - VA ServicePortal v2) Details to include: • Project name • VASI # (If available) • Name of the government PM needing the resource Once assigned, the 508 SME will reach out to the VA PM to identify the need and get connected with product's meetings and 508 testers. For more information, refer to How to Submit a 508 Compliance Tracking Request.
Create a Confluence account for all members of the team	Refer to Access to Confluence and Jira Tools Using Okta for the access process. After setting up a Confluence account, you can visit the DTC's Policy Library and other helpful resources.
Attend DTC Overview	Click here to send an email to be invited to the next DTC Overview meeting (VADTCOnboarding@va.gov). Be sure to include the emails of the rest of the team and your BO.
Submit case for VA Org access	**Instructions:** • Submit a User Permission Request for access to the VA Help Desk App (the VA org) in Production. • "VA Help Desk App" must be the selected in the "Application Requested" field.

Submit case for VAPM Org	**Important Information:**
	
	• VAPM Org is another Production environment, but without PII/PHI.
	• You will need VAPM Org access to:
	    1. Receive key information from the DTC via DTC Chatter Groups (details in next section, the Pre-Development Stage).
	    2. Submit Release Support Requests (RSRs), which are the cases used with the DTC Release Team during the deployment process.
	
	Instructions:
	
	Request access to the VAPM Org by submitting a single User Permission Request (UPR) and selecting "VAPM Org Access for Release Support" in the "Application Requested" field.

Submit request for user story tracking	Submit request for user story tracking. • **Jira (Required after 7/31/2023 for new projects)** ◦ Refer to https://confluence.devops.va.gov/x/qNl2Aw for instructions on getting set up with Jira
Complete automated testing tool training (if needed)	Please refer to the DTC Quality Assurance and Compliance page for automated testing tooling requirements and information: https://confluence.devops.va.gov/x/ZLHpBw
Request GitHub access	**Instructions:** • Follow the instructions listed to get access to the VA GitHub repository: VA GitHub Handbook | Requesting Access to GitHub Enterprise Cloud (department-of-veterans-affairs.github.io) • Use this link to request access to the team: https://github.com/orgs/department-of-veterans-affairs/teams/dtc-salesforce-system-integrator • If you have any issues with the process in the first two bullets please submit an RSR. For other GitHub access issues please submit a case using this link: https://vaww.oit.va.gov/services/github/ or email VA-delivery@github.com for assistance.

Pre-Development

Pre-Development Stage

Following the Onboarding Stage, the Pre-Development Stage begins> This stage allows the SI team to start working with the necessary tools and platforms, as well as engage with the available resources. The activities in this stage will prepare the SI for development, including but not limited to setting up sandbox environments, configuring Copado for use and automated testing, as well as establishing external code storage. Other key activities relate to integration into the release process, communications, and the documentation of user stories.

Action / Step	Details and Instructions
Read relevant DTC policy documentation and technical guidance	**Instructions:** The DTC Policy Library is based on the Confluence platform. It is recommended to bookmark the link for future reference. **Recommended Reading:** DTC SI Checklist and Policy Handbook (this document) DTC Business Onboarding Presentation DTC Standard Operating Procedures for the VA Salesforce Platform DTC Deployment Guide (2021) DTC Process for Salesforce Module Enhancements DTC Technical Architecture Guidelines VA Quick Start On-Boarding Guide for Copado
Document user stories in Jira	**Instructions:** Document your user stories according to your business' requirements and BO's preferences.
Request to join the DTC's Chatter Groups & Subscribe	**Instructions:** • Click here to access VAPM and view the VA Development & Release Chatter Group. **Click "Join Group"** at the top-right of the page. • **Important:** Adjust your notification settings by clicking the drop-down next to the mail icon to ensure you are receiving email notifications of every post.
Request sandboxes set up	**Important Notes (for new teams):** Two developer sandboxes are provided per development team. The first is the Development (DEV) Sandbox, and the second is the System Integrator Testing (SIT) Sandbox. **Instructions:** • Submit a Release Support Request for new development sandboxes or to refresh your existing sandboxes. • Enter your Project Name (Module) and other required information. Refer to Submitting Help Desk Cases and Release Support Requests (RSR) for more information.

Complete Copado trainings	**Instructions:**
	
	• Click here to create a Copado Academy account.
	
	As of 8/1/23 Copado Fundamentals I and II training will be required for all existing and new Copado users.
	
	Requirement Specification:
	
	• FUNDAMENTALS I METADATA PIPELINE CERTIFICATION TRAIL All Modules + Certification
	• FUNDAMENTALS II CERTIFICATION TRAIL METADATA PIPELINE: All Modules except:
	  ◦ Copado Continuous Delivery
	  ◦ Environment Variables
	  ◦ Fundamentals II Certification- not required, but encouraged.
	
	For certification vouchers please reach out to Connie Das (cdas@copado.com). Please let us know if you have any questions or concerns with this requirement.
	
	Note:
	The training requirement does not apply to Copado read-only licenses.

Request Copado licenses and access	**Instructions:** • Submit a Release Support Request for Copado access. • Enter your Project Name (Module) and other required information. **Note:** The above Copado trainings are required to receive a User license. Read-only licenses do not require the trainings.

Deployment Lifecycle

The checklist is broken out by stages, as shown in Figure 1 below. The diagram walks through the entire lifecycle of a Salesforce module, from Discovery (1) to Sustainment (12). The checklist below contains all of the key actions for that stage in the order that they should occur.

The middle stages (Dev Optimization) are recommended to be worked through with an Agile development strategy.

Please direct any questions, concerns, or suggestions regarding this document to DTCProgramSupportTeam@va.gov.

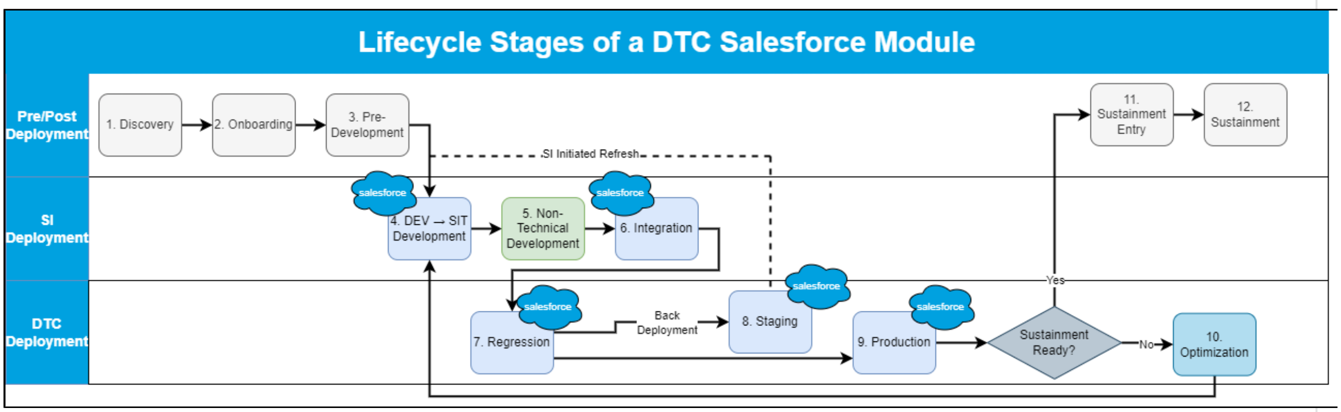

Figure 1: Lifecycle Stages of a DTC Salesforce Module

Development Stage (DEV and SIT Sandbox Environments)

After Pre-Development, Development begins when the SI starts development and testing work in their DEV and SIT Sandboxes. Development work for the module is synonymous with a module's SNOW Change Request. Development is performed in very limited sandbox environments (i.e., no integrations, no sensitive data, and no other modules shared objects). SI teams will also be testing and creating testing materials for new development. During the first time through this stage, other foundational activities are completed by the SI.

It is a best practice recommendation that SI teams develop in their Dev sandbox, promote to their SIT sandbox, and then test in their SIT sandbox. This is an assumption built into the checklist actions/steps below.
Starting October 1, 2022 SIs must go through the CodeScan and Code Review Quality Gate prior to deploying to any environment beyond their developer sandbox/scratch org. Details are linked here.

<table>
<tr><th>Action / Step</th><th>Details and Instructions</th></tr>
<tr><td>Submit your SNOW Change Request*</td><td>Instructions:
All work to be deployed requires a new SNOW Change Request in ServiceNow, which is the central system that contains and tracks key information and processes during the development and release process.
To open a new SNOW Change Request (requires VA network), visit the instructions in Create a Change Request in ServiceNOW.</td></tr>
<tr><td>Create and submit your Architecture Design for review and approval</td><td>The minimum time to complete your design review and receive final approval is one month prior to your enhancement's release date. Sometimes it takes multiple reviews and updates to receive approval, especially if the design is relatively complex or novel. Plan to schedule and present your architecture design when ~10% of development work is completed.
Refer to How to: Create Architecture Designs for more information.</td></tr>
<tr><td>Obtain security risk approval (if instructed)*</td><td>A DTC Security Risk (SecRisk) is required if requested by the DTC architects or if your situation applies to the guidelines in the details below.
If a SecRisk is required, you must have it approved before your architecture design can be approved.
Instructions:
To open a new SecRisk record, create one from the Related List of an existing enhancement, architecture design, or exception request.
Once submitted, plan to attend the next Weekly VA Salesforce Security & Integrations Risk Assessment Meeting. Meetings are held on Wednesdays at 10:30am EST – email OIT.PaaS.SaaS.ProductSecurityTeam@va.gov if you need an invite.
Refer to SecRisk Creation Standards for more information.</td></tr>
<tr><td>User Story Quality Gate</td><td>Pull Request opened and approved.
In most cases, approval should be provided by another individual on your team. If that is not possible approval will need to come from DTC Architects.
Package must meet code coverage minimum listed on your Copado user story.
Copado user stories will be limited to 25 components each.
Teams must run CodeScan on their Copado user stories and the results must not return any priority 1 or 2 vulnerabilities.
Note:
Stories will be locked after deployment to SIT. Any deviations from the above requirements must be approved in advance via an RSR.</td></tr>
<tr><td>Attach RTM to the SNOW Change Request with testing results from SIT sandbox*</td><td>Instructions:
Complete and attach your (RTM) with SIT testing results to your SNOW Change Request. See details below.
Refer to the RTM templates for more information about what your RTM should include:
RTM Template as of 7-20-2022
Important Notes:
Complete 'User Acceptance Testing,' your SIT sandbox. This testing ensures implemented requirements are satisfactory as determined by the BO's expectations.
Related, but separately provided, is your BO's sign-off of the UAT results; usually in the form of an email indicating approval and attached to your Enh as an attachment.
Later in the promotion process, add your testing results from the Regression and/or Staging environment(s).</td></tr>
</table>

Provide BO sign off with RTM*	**Instructions:** • The BO signoff indicates the module's Business Owner is satisfied with the 'User Acceptance Testing' results. • To provide your BO signoff you will have to add an attachment to your change request with the sign off.
Submit a case to be reset for INT and REG testing	**Instructions:** • To prepare for testing in the INT (and eventually REG) environment, you will possibly need a password and email reset (due to environment refreshes). • When one person on your team has sys admin in INT they will be able to provide password and email resets to the rest of your team. ◦ Note resets in REG will require helpdesk support. • Submit a Help Desk Case and request to be reset as a System Admin in INT to perform testing.
Complete build for INT	Please submit a Release Support Request (RSR) if deployment assistance is needed, such as if another team has overwritten you.

Non-Technical Development Stage

The Non-Technical Development Stage includes activities that need to be completed before a module goes live and/or have a major change go into production. This Stage is here so that SI teams can be creating these materials in time for when they are needed later in the deployment process.

Action / Step	Details and Instructions
Create user setup instructions	**Instructions:** • Submit finalized user setup instructions through a Help Desk Case. • Manual User Set Up Instructions.
Provide module demo	**Instructions:** • Module demos are required prior to go-live of a new module or for the release of new major functionality to an existing module. • Click here to email the Service Desk and Sustainment Team to provide a demo of the module.

Integration (INT) Environment Stage

After the Development Stage, the INT Stage begins when the SI deploys their enhancements to the Integration (INT) environment. The SI team must test their code before moving to the Regression (Reg) environment, performing positive and negative testing to ensure there were no issues merging with the code of other modules.

Action / Step	Details and Instructions
Deploy entire package to INT	**Instructions:** • Deploy your changes to the INT environment. • **Note**: Deploying user stories separately instead of all at once may lead to errors. **Details:** • Submit a Release Support Request (RSR) if deployment assistance is needed.
Test entire package in INT	**Instructions:** • Run any automated testing suites and/or manual testing scripts. • Submit a Release Support Request (RSR) if conflicts with other teams arise.

Finalize deployment tasks on your user story	**Instructions:** • Create deployment tasks on your Copado user story. **Details:** • All manual steps must be included in the deployment tasks, deployment plans are no longer valid. • Please provide a detailed description of each step in your deployment task. **Resource:** Refer to Acceptable Deployment Steps Overview with Examples for more information.
Submit completed User Creation form for new users	**Instructions:** • Complete the User creation template as applicable for your new users. • Submit the completed user creation spreadsheet by attaching it to a Help Desk Case. **Note:** Business owner approval is needed for access to Production and full sandboxes. Approval can be obtained through a User Permission Request (UPR)
Check "Ready to Promote" on your user stories in Copado	**Instructions:** • Check "Ready to Promote" on your user stories in Copado. • Ensure the user story is listed in the correct release field. • Ensure the user story is listed on the release report in VAPM.
Attend Go/No-Go call (optional for REG and Staging /PERF)	We will have this call each day for readiness release go/no-go. Attendance will be required for Production deployments but optional for Reg and Staging/Perf deployments. User stories that are marked ready to promote in INT will get deployed to Reg and Staging/Perf. All quality gates **must be** met by this call (10:00 AM ET) to move forward to the next environment. **Note:** We will only provide exception to the normal release process if you have an active CPI/HPI. Otherwise, teams need to follow the normal daily release process. Please contact the Customer Success team to initiate a CPI /HPI.

Regression (REG) and Staging/Perf Environment Stage

In the Regression Stage, the enhancements are deployed into the Regression (REG) environment by the DTC Release Team. The SI performs automated regression testing. Based on testing results, SI and BO make Go/No-Go decisions on which user stories to move forward.

In the Staging/Perf Environment Stage, the DTC Release Team deploys all user stories into the Staging environment. This is a practice run to prepare for Production with other modules and sensitive data. If applicable, testing for performance and sensitive data happens at this stage.

Action / Step	Details and Instructions

Monitor Chatter for DTC questions	**Instructions:** • Monitor Chatter communication from the DTC on your request through Copado and address any follow-up questions regarding your deployment steps. • A member of the DTC Release team may ask questions in the comment field of your enhancement. Please address all comments as soon as possible.
Regression test entire package in REG	**Instructions:** Run your regression testing.
Complete testing for performance and for sensitive data (if applicable)	**Instructions:** If applicable, complete your testing in Staging.

Complete REG post-testing steps	**Instructions**:
	
	• If you are only testing in REG:
	  ◦ Update your RTM with your REG testing results and upload to your change request.
	  ◦ submit your change request for approval

Check "Ready to Promote" on your user stories in Copado and attend Go/No-Go call	**Note:** • Team's must attend the go/no-go call to proceed with a deployment to production. • Production deployments are only available on Monday-Thursday. • Deployments after 5:00 PM ET require advance notice and justification via an RSR. We will have this call each day for readiness release go/no-go. Attendance will be required for Production deployments but optional for Reg and Staging/Perf deployments. User stories that are marked ready to promote in INT will get deployed to REG and Staging/Perf. All quality gates **must be** met by this call (10:00 AM ET) to move forward to the next environment.

Production Environment Stage

In the Production Stage, the enhancements are deployed into the Production environment by the DTC Release Team. The SI will be informed of development updates and any communication from the Release Team via Chatter.

Once the deployment is complete, a BO sign off is required, indicating everything is acceptable in Production.

Action / Step	Details and Instructions

Obtain and provide BO signoff*	**Instructions:**
	
	• Attach the BO signoff to your Enh to verify that the development is ready to be deployed to Production.
	• There are two methods to provide a BO signoff:
	  ◦ The BO can select "I'm the business owner signing off" on the Enh's RTM Sign Off field.
	  OR
	  ◦ Add your BO's signoff as an attachment to your Enh and select "I'm the SI and I have uploaded my business owner's sign off".

Request DTC help – if needed	**Instructions:** • Utilize the DTC Help Desk if issues are encountered with your module. • Submit a Help Desk Case if Production defects are found, or if users experience issues after you deploy to Production.

DTC Policy for After Hour Release Requests

There may be some scenarios that require after release support after the DTC's standard operating hours of 8:00 AM to 5:00 PM ET, with extended support between 5:00 PM to 8:00 PM ET.

If you require release support after hours (after 5:00 PM ET) please note the what can be supported by the Release Team after hours:

1. After hours Production release
2. After hours pre/post step completion

After Hours Deployment Presentation

Note:

The release team will not be available to support after hour validation testing.

Requirement	Details and Instructions
RSR submission	**Instructions:** • Please submit an RSR at least 2-business days in advance. Anything submitted less than 2-business days notice will be rejected. **Example:** If you need release support at 5:00 PM ET on Monday night, your RSR must be submitted NLT Thursday the week prior.
Production Release	• A 6:00 PM ET start time is the latest Production release time we will offer. • Production release MUST have a successful validation to Production prior to release night.

Info:

The above is for Monday-Friday support and does not include weekends or holiday. If there is a need for weekend and Holiday support those requests will be required to go through the DTC leadership and VA Service Managers for approval.

DTC Release Exception Request Policy

Please note, the following process is for release exception requests to the standard Release Management Process. If you notice your module is experiencing a work stoppage issue requiring immediate assistance - or a high priority issue outside of the standard release exception request review hours Monday-Friday 8:00 AM to 4:00 PM ET - please report the outage to the Incident Management Team by sending an email to the IRT: OITDTCIncidentResponseTeam@va.gov.

1. If you need to request an exception to the standard Release Management Process, you may submit an email **using this link** including all of the following for consideration:
    a. Request (Title/Release name)
    b. Federal DTC Service Manager (who is your Service Manager; recommend adding as CC: to this request)
    c. Justification (details of what is being requested)
    d. Current Status (what stage/step is the fix in)
    e. History (what plans were in place to follow established procedures, when was the issue first identified)
    f. Appropriate Links (SNOW Change Order link, RSR, etc.)
    g. Root Cause (what was missed, not tested, etc.)
    h. End User Impact (work stoppage/degradation - who or what users are impacted until the next scheduled Mon-Thurs release schedule)
    i. Workaround/Contingency Plan (what is the workaround and/or contingency plan for the affected users)
    j. Business Owner Approval of the Exception Request (attached BO approval)
2. Upon receipt of the request, the DTC VA leadership Team (Jacqui Nissen, Terrill Harrison, Stuart Bernstein, and Fred Tolley; in the absence of all of the former, Larry Dibble or Kim Pugh) will review the details with the DTC Release Team. Recommendations may include:
    a. Being granted an exception; or
    b. Preparing and communicating a temporary work around for end users, while developing, testing, and deploying following the normal release process; or
    c. Initiating an HPI/CPI with the DTC Incident Management Team. If the customer identifies this as a work stoppage, the DTC Customer Service Center (CSC) team will need to be notified via DTC helpdesk ticket. The DTC Incident Management Team will then need to initiate the HPI/CPI process to identify user impact, root cause, and ensure we minimize impact of the incident. Please be aware that you will be required to brief the CIO in the morning if an HPI/CPI is stood up.
3. Upon review with DTC VA leadership, either DTC VA leadership or the Release Team will provide a response to the request.

Info:

The exceptions requests will be reviewed Monday-Friday 8:00 AM to 4:00 PM ET (does not include weekends or holidays).

Sustainment

Refer to the DTC Sustainment Request Process for information about the process and steps required to reach the Sustainment phase.

Supporting Information

Weekly Standing Meetings

DTC Architects’ Office Hours

Tuesdays 10:15-11:15 AM EST.

- Attendance is optional. Salesforce CoE DTC Architects and the SF PAs hold an hour meeting weekly to facilitate cross-team discussion on topics such core s-object changes, design ideas, and design changes that impact multiple modules.
- To ensure your question is covered and that the architects have sufficient time to analyze and prepare a thorough response, submit your question by the previous Thursday by submitting a Service Desk Case using the dropdown option “Architectural Support Request” and include as much detail as you have available. See How to Submit a Help Desk Case for more information.
- Calendar invitation is attached.

VA Salesforce Security & Integrations Risk Assessment Meeting

Wednesday 10:30-11:30 AM EST.

- Attendance only required when you are scheduled to present.
- The OIT PaaS/SaaS Product Security Team (PSPST) along with the Information System Security Officer (ISSO) and Platform Owner (PO) review security risks related to Salesforce and associated integrations. To get on the agenda, create a new SecRisk record in SF.
- Calendar invitation is attached.

VA Weekly Architecture Review Meeting

Thursdays 10:15-11:15 AM EST.

- Attendance only required when you are scheduled to present.
- DTC Architects and SF PAs review the technical design/solution for all development work that is slotted for Production, approximately 10% into the development process; approval is required to deploy. See Development Stage section for additional details.
- Calendar invitation is attached.

Monthly Standing Meetings

508 Compliance Meeting

2nd Thursday every month from 3:00pm - 4:00 PM EST

- For System Integrators that have submitted 508 COTS Defects for their module or that would like more information on the process.
- Attendance is optional. DTC 508 Compliance Team holds an hour meeting to facilitate cross-team discussion and to answer questions regarding statuses of 508 COTS defects.
- Calendar invitation is attached.

Frequently Used Links

Frequently Used Links for Salesforce and support.

Creating a Confluence Account

Refer to Access to Confluence and Jira Tools Using Okta for a step-by-step guide to create an account for Confluence.

Revision History

Revision Date	Changed By	Notes
20 Dec 2023	Jen Wisniewski and Chelsea Harman(VA,Ctr)	Added DTC Policy for After Hour Release Requests and proofread.

16 May 2024	Jen Wisniewski	Started initial process change (SNOW) edits. Changed, "enh," "enhancement," and "enhancement request" to "SNOW Change Request", or "change request".