myCommNet Change Request Procedure

The purpose of this document is to describe the process for request and approval of myCommNet content changes and/or additions. The audience for this document is any entity requesting myCommNet content changes and/or additions. Request eligibility goes to any employee affiliated within the Connecticut Community College System.

Introduction: Content is the means of delivering information and services to myCommNet. Creation and/or changes of myCommNet content are to be encouraged to offer users more choices.

Request Method: The ways to submit a request are as follows:

1. **Council Sanction**: System-sponsored councils submit their request via e-mail to SO-LuminisTeam. The team will evaluate the request according to this document’s Approval Criteria and Process as applicable.
   a. An end user proposes a change request to a system-sponsored council.
   b. After council representatives approve the creation and/or changes of myCommNet content within their respective forums, the change request should be e-mailed to SO-LuminisTeam and copied back to the council also with a copy sent to other councils that may be potentially affected by the proposed change.

2. **Functional Team Sanction**: Functional teams may submit their requests to SO-LuminisTeam by placing these requests on the agenda of the weekly SO-Luminis Team meeting to be discussed.

3. **SO-LuminisTeam Sanction**: Any member of the SO-LuminisTeam may submit requests to the SO-LuminisTeam by placing them on the agenda of the weekly SO-Luminis Team meeting to be discussed.

4. **SYS-LuminisTeam Sanction**: Any member of the SYS-LuminisTeam may submit requests to the SO-LuminisTeam to have the request placed on the agenda of the weekly SO-Luminis Team meeting to be discussed.

Content Creation and/or Changes Approval Criteria: The items below are the minimum criteria to be used to approve creation and/or changes of myCommNet content.

a. Content must not duplicate any existing myCommNet content.

b. The nature of the content requires creation of a new objects, rather than inclusion within an existing content object.

c. Content must be applicable system wide.

d. The content should appeal to a reasonably large audience or justification should be provided for the content with a narrow audience.

e. There must be a plan to maintain the content.

f. No commercial activity other than college business is allowed.

g. Targeted content must be applicable for each college’s roles associated with the content.

h. Appropriate content must be affiliated within the Connecticut Community College System.

i. Content must not be in violation of any CCC policy (e.g CCC IT Acceptable Use Policy).
Summary of Process for myCommNet content changes and/or additions Request, Approval, Publication, and Maintenance:

a. After council representatives approve the creation and/or changes of myCommNet content within their respective council forums, the change request should be e-mailed to SYS-myCommNetSupport and copied back to the council also with a copy sent to other councils that may be potentially affected by the proposed change.

b. The request will be reviewed to determine the amount of system resources required to complete the request in order to determine feasibility.

c. If not copied on the request, the myCommNet Support will forward a copy of the request to any other council (including the appropriate Dean council) that may be potentially affected by the proposed change for comment.

d. Formal approval is given by the myCommNet Team if there is an impact to others. All content is approved as long as it meets the approval criteria outlined above.

e. myCommNet Support creates the functional specification for the content change and/or addition.

f. Channel Administrators create all content in Uportaldev (non-production) based off the functional specification.

g. myCommNet Team reviews the content for compliance within the functional and technical specifications.

h. myCommNet Support tests and reviews the content to ensure it meets functional, technical, and appearance requirements.

i. When functionally and technically compliant, Content Administrators migrate all content to myCommNet production where it is considered ‘published’.

j. Content Administrators maintain all myCommNet content.