SRWR CHANGE REQUEST PROCESS

1. The organisations administrator user raises the change request on the Scottish Road Works Register (SRWR) using the "Enter Change Request" function.

2. The change request is sent to the SRWR Support Desk for a sanity check and to make sure the request isn't a support issue.

3. If the request is a support issue it is dealt with by the SRWR Support Desk and the Change Request Process ends. Otherwise the request is logged in the SRWR Change Request Register by the SRWR Manager who also passes a copy of the request back to the originator of the request, quoting a unique reference number, within 10 working days.

4. The request is passed to the Systems Assurance Team (SAT) for consideration at their next meeting.

5. If the request is not supported by the SAT the SRWR Manager will communicate the reasons the request has been rejected to the originator of the request and the Change Request Process ends. Otherwise the SAT will prioritise the request and pass it on to the Service Provider. The priorities assigned to requests are;

Critical	This is an issue that must be resolved as soon as possible. The register cannot be used unless the change is made.
High	This is an issue that must be resolved. The Service Provider must provide a date this request will be implemented.
Low	This is a nice to have. There is no requirement for the Service Provider to have resolved this by any deadline, but the community would still like to see this in the register if possible.

6. The Service Provider will review the request and produce a proposed solution with a timescale for implementation (if required) and any related costs (if any). Time permitting the SAT will be given the opportunity to comment on the proposed solution.

7. The SRWR Manager will update the originator of the request with details of the proposed solution along with any comments made by SAT.

8. If the proposed solution involves costs the SRWR Manager will pass the details to the Scottish Road Works Commissioner for consideration (who may in turn

seek advice from the SRWR Steering Group). If the request is rejected after this review the SRWR Manager will communicate the reasons the request has been rejected to the originator of the request and the Change Request Process ends. If the request is accepted the SRWR Manager will pass the go ahead to the Service Provider.

9. The Service Provider will then carry out the work required to implement the solution (if any development/configuration is necessary) and perform their internal quality analysis.

10. The User Acceptance Test system will then be updated with the solution and the SAT will be given the opportunity to perform their own quality analysis.

11. Once the SAT have completed quality analysis to their satisfaction the SRWR Manager will give the Service Provider the go ahead to update the live system with the solution.

12. The SRWR Manager will update the originator of the request with details of the change made to meet their request, and to let them know the process is complete.

13. The Service Provider will communicate details of the change and any impact the change may have to the wider SRWR User Community.

If at any time anyone wishes to see the status of any request the SRWR Contract Manager will provide this to them. A copy of the SRWR Change Request Register is also placed on the SRWC's website at the following address;

https://roadworks.scot/sat