PROCESS SUMMARY	
Process Owner	
Purpose	**Define post-implementation validation (PIV) that ensures test coverage of major application functions: exercises interfaces and subsystems**
Trigger	**Planned or Emergency maintenance action/patch promotion**

CONTROLS

(1) Change Control Policy and Procedures PIV definition; (2) <Application Name> Maintenance Windows; (3) Permission to perform Emergency Maintenance; (4) FSS Support Services and GCCB Change Control Implementation Planning Documents; (5) Support Services and GCCB Change Control Policies, Procedures and Processes

ENTRY CRITERIA	TASKS	VALIDATION	EXIT CRITERIA
☐ Change Control Implementation Plan (including back-out plan) ☐ Approved GCCB Change Control Ticket ID ☐ Identification of Systems, subsystems and components affected by maintenance ☐ Completed maintenance action ☐ Tailored test plan to exercise systems, subsystems and components affected by maintenance/patch	PIV Phase I: • Regression test steps • Tailored test steps PIV Test Phase II • Remain on-site for 1 hour after system is turned over to users to ensure no problems occur during normal operation	☐ All tests return expected results ☐ No problems occur during first hour after system is turned over to users	☐ No Sev 1 or 2 issues result from maintenance ☐ System operational and functional status has been ascertained ☐ Test results have been updated in Change Control tickets ☐ Implementation Supervisor notified of completion of Phase I and II PIV.

CONSTRAINTS

(1) Time to develop complete and accurate test plan tailored to maintenance/patch release for emergency maintenance; (2) timeliness and completeness of Change Control implementation plan; (3) gaps in <Application> technical documentation regarding details on file systems, system and subsystem hosting, and dependency analysis.

CRITICAL SUCCESS FACTORS	KEY PERFORMANCE INDICATORS	
☒ Cycle Time ☒ Accuracy ☒ Defect Threshold ☐ N/A ☐ Units per Time Period	Phase I Test Completion (Cycle Time) - Reduce lag between maintenance completion and operational support of business processes. Post Test Errors (Defect Threshold and Accuracy)	<= 30 after notification that system is on-line No Sev 1 or 2 issues related to maintenance after PIV complete.