



Boston Government Services, LLC

Software Change Request

BGS-SQ-01

Revision 2

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Revision History

Rev. #	Date	By	Type¹	Changes
0	11/10/2015	S. Sanderson	N	Original Issue; Procedure was generated to address CAR 15-16-5e
1	3/7/2016	S. Sanderson	M	Updates to remove time estimates, clarify responsibilities, added SCR log attributes, addressed support software
1 mc-1	8/11/2016	S. Sanderson	mc	Updates to improve clarity regarding SCCB Session participants; editorial updates.
Redline	5/9/2017	S. Sanderson	M	Updates to coincide with clarity implemented in revised BGS-SQAF-01.8 form, Rev 3.
2	8/15/2017	S. Sanderson	M	Updates to coincide with clarity implemented in revised BGS-SQAF-01.8 form, Rev 3.

¹ M = major change, mc = minor change, N = new

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1. PURPOSE

This procedure defines the Software Change Request (SCR) process for initiating, evaluating, approving, tracking, and closing changes to baseline software configuration items that are developed and maintained by Boston Government Services, LLC (BGS). These configuration items include product and web application source code, associated data, support software, and software life cycle documentation. Reference the associated Software Quality Assurance Plan (SQAP), located on the Employee Portal at www.bgs-llc.com, for the specific list of configuration items.

2. SCOPE

This procedure describes the SCR process that applies across projects, regardless of platform or programming language.

3. REFERENCES

BGS-RM-01, *Quality Assurance Records*

BGS-SQAF-01.8, *Software Change Request*

4. DISCUSSION AND OVERVIEW

This procedure describes the SCR process to initiate, evaluate, and disposition a change request. An SCR is required to change a baselined configuration item as identified in the associated SQAP or other planning document. Changes to a configuration item may be the result of a new software feature; correction of an identified defect; error in a static data value, such as a selection list users choose from within the application; or error in a software life cycle document. Changes may be identified through the help desk activities or by BGS Personnel. All changes will be evaluated by a person technically competent to perform such an evaluation. Changes are reviewed, approved, and scheduled by a Software Change Control Board (SCCB) prior to implementation. The SCR process is described in the Procedures section of this document. Attachment 1 contains a detailed flow diagram of the SCR process to include criteria for determining the SCR change classification and priority.

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5. DEFINITIONS AND ACRONYMS

BGS Personnel	Any BGS employee or augmented personnel. BGS Personnel referenced in this procedure include software implementation project manager, quality assurance manager, software engineer, and verification and validation engineer.
CI	Configuration Item
Configuration Item	A collection of hardware or software elements treated as a unit for the purpose of configuration control
Configuration Management	The process of identifying and defining the configuration items in a system (i.e., software and hardware), controlling the release and change of these items throughout the system's life cycle, and recording and reporting the status of configuration items and change requests.
DCA	Document Control Administrator
NCR	Nonconformance Report
Platform	The operating system on which the programming language may reside, such as Windows, Linux, etc.
QA	Quality Assurance
Safety Software	Includes the following: (1) Safety System Software. Software for a nuclear facility that performs a safety function as part of an SSC and is cited in either (a) a DOE-approved documented safety analysis; or, (b) an approved hazard analysis per DOE P 450.4A and 48 CFR 970-5223.1. (2) Safety and Hazard Analysis Software and Design Software. Software that is used to classify, design, or analyze nuclear facilities. This software is not part of an SSC but helps

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to ensure the proper accident or hazards analysis of nuclear facilities or an SSC that performs a safety function.

(3) Safety Management and Administrative Controls Software. Software that performs a hazard control function in support of nuclear facility or radiological safety management programs or technical safety requirements or other software that performs a control function necessary to provide adequate protection from nuclear facility or radiological hazards. This software supports eliminating, limiting, or mitigating nuclear hazards to workers, the public, or the environment as addressed in 10 CFR Parts 830 and 835, the DEAR Integrated Safety Management System clause, and 48 CFR 970-5223.1.

SATP	Software Acceptance Test Plan
SATR	Software Acceptance Test Report
SCCB	Software Change Control Board
SCR	Software Change Request
SIPM	Software Implementation Project Manager
Software	Computer programs and associated documentation and data pertaining to the operation of a computer system. (ASME NQA-1-2008 with the NQA-1a-2009 addenda)
SQAF	Software Quality Assurance Form
SQAP	Software Quality Assurance Plan
System Testing	System testing conducted on a complete, integrated system to evaluate the system's compliance with its specified requirements. Source: ISO/IEC/IEEE Std. 24765-2010
V&V	Verification and Validation

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6. RESPONSIBILITIES

This section contains the description of roles and responsibilities for key personnel associated with this procedure. When necessary, the responsible person may delegate as long as the delegate has the appropriate knowledge and required independence is maintained.

6.1 President

6.1.1 Appoints Software Change Control Board (SCCB) Vice Chair.

6.2 Vice President of Operations or Designee

6.2.1 Chair of the SCCB

6.2.2 Selects SIPM(s) for SCCB participation according to software products affected by SCR in an SCCB session and may invite other participants as required.

6.3 Quality Assurance (QA) Manager

6.3.1 Participates as a member of the SCCB.

6.3.2 Concurs the SCR was implemented as per this procedure.

6.4 Software Implementation Project Manager (SIPM)

6.4.1 Issues SCR numbers for their project(s).

6.4.2 Maintains the SCR Log for their product(s).

6.4.3 If a Defect SCR affects a DOE safety software product, draft a Safety Alert and send to DOE representative.

6.4.4 Determines if an SCR should be expedited.

6.4.5 Notifies originator and requestor of SCR status.

6.4.6 Approves software for release.

6.4.7 Participates as a member of the SCCB upon request.

6.4.8 Ensures all closed SCR under their jurisdiction are submitted to the Document Control Administrator (DCA) per BGS-RM-01, *Quality Assurance Records*.

6.4.9 Completes SCR disposition on SCR log based on SCCB decision.

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6.5 Software Engineer

- 6.5.1 Performs technical evaluation of SCRs and completes necessary fields.
- 6.5.2 Coordinates the implementation of approved SCRs as per software plans and procedures.
- 6.5.3 At completion of implementation, verifies accuracy of SCR information and updates/completes necessary fields.
- 6.5.4 Consults with SIPM for any required changes to a configuration item outside the scope of the SCR during implementation.

6.6 Verification and Validation (V&V) Engineer

- 6.6.1 Evaluates V&V activities required for implementation of the SCR and completes the Verification and Validation Requirements field on the SCR.
- 6.6.2 When implementation is complete, the V&V Engineer ensures all verification activities have been completed properly per the appropriate SQAP.
- 6.6.3 Creates and executes Software Acceptance Test Plan in support of the software system testing.

6.7 Document Control Administrator (DCA)

- 6.7.1 Receives and maintains records as identified in the Records section.

6.8 Software Change Control Board (SCCB) Chair

- 6.8.1 Coordinates and Leads the SCCB process and sessions.
- 6.8.2 Has the authority to modify a SCR as per agreement with the other members of the SCCB.
- 6.8.3 Retains "On Hold" SCRs until next SCCB session.
- 6.8.4 Signs SCR in Review/Approval section.
- 6.8.5 Includes SCR status updates and disposition in the SCCB Session Minutes.
- 6.8.6 Ensures all SCCB Agendas and SCCB Session Minutes are submitted to the DCA per BGS-RM-01, *Quality Assurance Records*.

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6.9 Software Change Control Board (SCCB) Vice Chair

6.9.1 Performs the duties of the SCCB Chair when designated.

6.9.2 Participates as a member of the SCCB.

6.10 Software Change Control Board (SCCB)

6.10.1 Confirms SCR content is complete and appropriate.

6.10.2 Determines disposition of the SCR.

6.10.3 Discusses need and scheduling of SCR.

6.11 Author

6.11.1 Performs updates to documents.

6.12 Originator

6.12.1 May generate a SCR using the BGS-SQAF-01.8, *Software Change Request* form.

6.13 Requester

6.13.1 May request changes to configuration items.

7. PROCEDURE

7.1 Software Change Request (SCR) Process

7.1.1 Attachment 1 includes a flowchart that outlines the SCR Process.

7.1.2 SCR Initiation

a) The Originator initiates the SCR Process by completing the following BGS-SQAF-01.8, *Software Change Request* form fields in Part A, SCR Initiation using the instructions provided with the form:

- Software Name
- Current Version
- Date Initiated
- Document Number
- Revision Number

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- SCR Title
 - Originator
 - Requester
 - Ticket Number
 - Change Type
 - Impacted Configuration Item
 - Change Impact Classification
 - Priority
 - Description
- b) The SCR Originator forwards the SCR, Part A to the appropriate SIPM.
- c) The SIPM uses the SCR Log to obtain an SCR Number and includes the number and Rev 0 on the SCR, Part A. The SIPM updates the SCR Log with the issued SCR number, revision, and details. The date noted in the SCR header is input into the Date Pending column of the SCR log.

7.1.3 SCR Evaluation

- a) The SIPM forwards the SCR, Part A to the Software Engineer for evaluation.
- b) The Software Engineer evaluates the SCR, Part A by reviewing the appropriate documentation and the appropriate sections of the code to determine:
- Impact of the change on the code and its documentation
 - Level of effort to change the code or its documentation
 - Alternative options to making the change
 - Impact of the change on past and present use of the software

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- c) The Software Engineer completes the following fields on the SCR, Part A:
- Technical Evaluation
 - Testing Required Flag
 - Training Required Flag
 - Configuration Items Affected
 - Documentation Required
 - What verification & validation activities, such as peer reviews and testing are required, in the Verification and Validation section
 - Comments/Remarks, if applicable
- d) The Software Engineer reports the Status as “Evaluated” and the date the evaluation is completed to the SIPM.
- e) If the SCR has a change type of Defect and is associated with DOE safety software, then:
- The SIPM drafts a Safety Alert and sends to the DOE representative.
 - DOE issues a safety alert. **NOTE:** this step is out of BGS control.
- f) The SIPM inputs the date the evaluation is completed into the Date Evaluated column of the SCR Log.
- g) The Software Engineer forwards the SCR, Part A to the V&V Engineer.
- h) The V&V Engineer evaluates the V&V activities required for the SCR by reviewing appropriate documents to determine:
- Verification & Validation field is accurate
 - Documentation Required fields are accurate. If changes are required the V&V Engineer will confer with the Software Engineer and make any necessary changes to the Documentation Required table
- i) The V&V Engineer forwards SCR, Part A back to the Software Engineer.

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- j) The Software Engineer forwards the SCR, Part A to the SIPM.
- k) The SIPM signs the SCR, Part A and submits it to the SCCB Chair.

7.1.4 SCR Disposition

- a) SCCB reviews all SCRs. The SCCB:
 - Confirms all fields associated with the initiation and evaluation activities are completed and the content is appropriate.
 - Discusses the need for and scheduling of the SCR, including dependencies on other BGS and customer priorities.
 - Determines the disposition of the SCR.
- b) The SIPM completes the Disposition column in the SCR Log based upon the decision of the SCCB. The decision of the SCCB is documented in the SCCB Session Minutes.
- c) In the SCR Disposition Review and Approval section of the SCR, the SCCB Chair marks Yes or No for 'Approved to Proceed with Implementation', adds changes/comments as applicable, and signs the SCR.
- d) If the SCR is approved, then:
 - The SIPM inputs the date approved into the Date Approved column of the SCR Log.
 - The SIPM² notifies the originator and requester of the SCR status.
 - The SIPM drafts a project plan that includes the approved SCR, in accordance with the projects Software Quality Assurance Plan (SQAP).
 - The SIPM contacts the Software Engineer to implement the newly approved SCR for the identified product release.
 - The Software Engineer continues the SCR Process by completing the following BGS-SQAF-01.8, *Software Change Request* form fields in Part B.

² The SIPM is a member of the SCCB and thus is aware of the disposition of the SCR. Therefore the SCCB Chair does not need to disseminate the disposition to the SIPM.

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- Software Name (same content as Part A)
 - Release Version
 - Date Initiated (same content as Part A)
 - Document Number (same content as Part A)
 - Revision Number (same content as Part A)
 - SCR Title (same content as Part A)
 - Description (same content as Part A)
 - Documents Generated Checkboxes (same checked as Part A)
- The remaining areas of Part B are completed during the implementation of the SCR.
- e) If the SCR is placed on Hold, then:
- The SCCB Chair retains the SCR to be revisited according to the SCCB operating procedures.
 - The SIPM notifies the originator and requester of the SCR status.
 - The SIPM inputs the date on hold into the Date On Hold column of the SCR Log.
- f) If the SCR is rejected, then:
- The SIPM inputs the date rejected into the Date Rejected column of the SCR Log.
 - Go to the Completion Notification and Closure SCR step.

7.1.5 Software Change Request (SCR) Implementation

- a) The Software Engineer coordinates the implementation of the approved SCR, including all changes to code, data, and documentation as per the appropriate SQAP or software planning documentation and applicable BGS procedures.
- b) IF code is affected, THEN the Software Engineer performs the needed changes and developer testing as appropriate according to the

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applicable SQAP or software planning documentation and BGS procedures.

- c) IF during the implementation of the SCR additional changes to the configuration items are identified, THEN the Software Engineer will consult with the SIPM. If the SIPM determines the change is needed, a new SCR will be generated or the existing SCR modified. Any new or modified SCR shall follow the process described in this procedure, including approval by the SCCB. The new or modified SCR should be expedited through the process.
- d) For all documents identified in the SCR Documentation Required:
 - Author(s) perform updates to those documents as per BGS procedures and obtains necessary approvals.
 - Author(s) update the document number, revision number, and date completed for the documents affected in the SCR.
- e) Upon completion of the implementation of the SCR, the Software Engineer completes the following fields in the approved SCR, Part B.
 - Configuration Items Affected
 - Documentation Generated to include the document number, revision number, and date completed
 - Comments/Remarks, if applicable
- f) The Software Engineer informs the V&V Engineer and SIPM of coding, data, and/or documentation changes completed. The SIPM and inputs the date implemented into the Date Implemented column of the SCR Log.
- g) The V&V Engineer ensures that all activities in the verification activities section of the SCR are completed properly as per the appropriate SQAP and applicable BGS procedures and that all testing requirements have been met.
- h) For all code changes, the V&V Engineer executes a Software Acceptance Test Plan (SATP) or other test plan in support of software testing and produces a test report with the results of the activities performed. If a new test plan needs to be generated, the V&V Engineer obtains a new document number from the DCA.

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- i) The SIPM or designee inputs the date completed for the Documentation Affected for applicable documents.

7.1.6 Release Product

- a) The V&V Engineer notifies the SIPM that work on activities under the approved SCR is completed.
- b) The SIPM inputs the date verified/validated into the Date Verified/Validated column in the SCR log.
- c) The SIPM reviews the completed SCR, test plans and test results as applicable, as well as any other supporting documentation to confirm the SCR was implemented properly and signs in the Part B SCR Closure block.
- d) The SIPM notifies the Vice President of Information Management and QA Manager that the software and/or documentation is approved for release.
- e) The Vice President of Information Management reviews the completed SCR, necessary documents, and other information to ensure that the SCR process was properly performed and signs in the Part B SCR Closure block.
- f) The QA Manager reviews the completed SCR, necessary documents, and other information to ensure that the SCR process was properly performed and signs their concurrence in the Part B SCR Closure block.
- g) The SIPM inputs the date completed into the Date Completed column and special instructions (as necessary) in the SCR Log.
- h) The SIPM submits all applicable records to the DCA as per the Records section of this procedure.
- i) Once the pre-determined release date has been reached, the SIPM uploads the software to the appropriate location, as per applicable software plan(s) and Work Aid(s).
- j) If a DOE safety alert was issued:
- The SIPM requests that DOE retire the safety alert.

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7.1.7 Completion Notification and Closure

- a) The SIPM notifies the SCR originator and requester of the status of the SCR.
- b) The SIPM inputs the date closed into the Date Closed column of the SCR Log.

7.2 Software Change Control Board (SCCB)

7.2.1 Purpose

The purpose of the SCCB is to discuss, evaluate, and determine the disposition of software changes associated with all BGS software under configuration management. The SCCB discusses specific release schedules of new features to and defect corrections for each software application and coordinates changes across software applications to ensure BGS Personnel availability to complete all tasks.

7.2.2 Organization

The SCCB members shall be comprised of the Vice President of Operations, QA Manager, and the SIPM(s) from each of the BGS software products affected by SCRs in an SCCB session. For DOE safety software projects, the SCCB shall include a DOE representative when processing SCRs associated with those products. The Vice President of Operations shall be the Chair of the SCCB. The BGS President shall appoint an SCCB Vice Chair from the members of the SCCB that shall perform the duties of the SCCB Chair in his/her absence. All members shall be equal in the decision making of the SCCB.

7.2.3 Operations

- a) Low, Medium, and High Priority Changes: SCCB Chair shall determine when to convene an SCCB session. The timing of the SCCB session is at the discretion of the SCCB Chair but should consider the following:
 - The number of pending SCRs.
 - The expected completion date of the SCR by the requester(s).
 - Regulatory and customer requirements and deadlines.

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- b) The SCCB session shall be conducted according to an agenda of SCRs to be reviewed and dispositioned. The SCCB session does not need to be conducted during a single meeting of the SCCB participants. The SCCB session may span a reasonable number of days and be conducted through emails or in-person meetings. Phone calls with email follow-up documenting the phone call discussions are acceptable. The SCCB Chair/Vice Chair shall coordinate the SCCB sessions to ensure that all members are notified of the SCRs to be dispositioned, the time span of the session, and have the ability to participate. The SCCB session agenda and decisions shall be documented through issuing minutes. The agenda and minutes are submitted to the DCA as QA Records as per the Records section of this procedure, by the SCCB Chair or Vice Chair. The Session Minutes shall contain the SCCB decision on the disposition of each SCR. A simple majority of all SCCB members shall make the decisions for the SCCB.
- c) Emergency/Urgent Changes: SCCB shall gain approval from a subset of the full SCCB. This subset shall include the Vice President of Operations, QA Manager, and SIPM for the software product associated with the emergency SCR. The SCCB decision shall be documented and indicate an emergency/urgent SCR was processed. The SCCB decision shall be included on the agenda of the next regular session of the SCCB. The agenda and minutes, which include SCR dispositions, are submitted to the DCA.

7.3 SCR Tracking

7.3.1 SCRs shall be tracked by the SIPMs through an SCR Log. The SCR Log shall contain a tab for each software project, and at a minimum the following information: The SIPMs are responsible for ensuring all their project(s) SCRs are listed in the appropriate SCR Log tab.

- a) SCR number
- b) Software Name & Version
- c) SCR Title
- d) Initiation Date
- e) Name of Originator
- f) Name of Requester

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- g) Date Pending
- h) Date Evaluated
- i) Disposition
- j) Date Approved
- k) Date On Hold
- l) Date Rejected
- m) Date Implemented
- n) Date Verified/Validated
- o) Date Completed
- p) Date Closed
- q) Comments

7.3.2 The SCR numbering convention shall specify the software product or category. The SCR numbering convention shall be SCR-product or category-nnnn where “product or category” is the product or category name and “nnnn” is a 4 digit sequential number unique to the product or category. Current product or category designations are listed in the Current Product or Category Designators Table below. New product or category designators may be added without modifying this procedure. However upon the next update of this procedure any new designators shall be included. Unused designators may be removed without modifying this procedure, however, upon the next update of this procedure any unused, removed designators will be removed from this procedure.

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Table 1 – Current Product or Category Designators

Designator	Product or Category
ATLA	ATLAS
CORP	Corporate
RADC	RADCALC
RADT	RADTRAN
SUPP	Support Software

7.3.3 Preventive maintenance changes improve BGS’s ability to maintain the software. Preventive maintenance changes may be planned or identified during implementation of an approved SCR. For planned preventive maintenance changes an SCR shall be processed utilizing the Change Type of Other. For those identified during implementation of an approved SCR, an SCR shall be generated and evaluated by the SIPM to determine if it should be expedited as an Emergency/Urgent SCR.

8. RECORDS

The following QA records are generated and maintained according to BGS-RM-01, *Quality Assurance Records*.

- 8.1 Completed SCRs (BGS-SQAF-01.8)
- 8.2 SCCB Agendas
- 8.3 SCCB Session Minutes
- 8.4 Updated baseline documentation as required by the approved SCR (e.g., requirement, design, test plan, test report, and user documentation)

9. ATTACHMENTS

- 9.1 Attachment 1 – SCR Process Flow

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Attachment 1 – SCR Process Flow

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