

UCSF IT Software Development Lifecycle

Incident Management

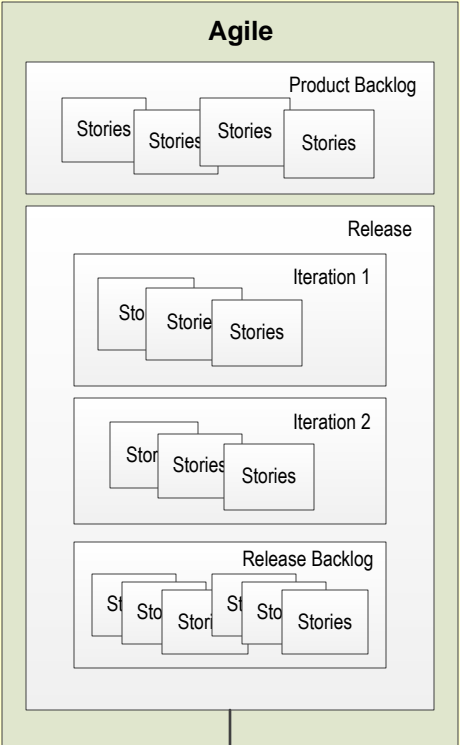
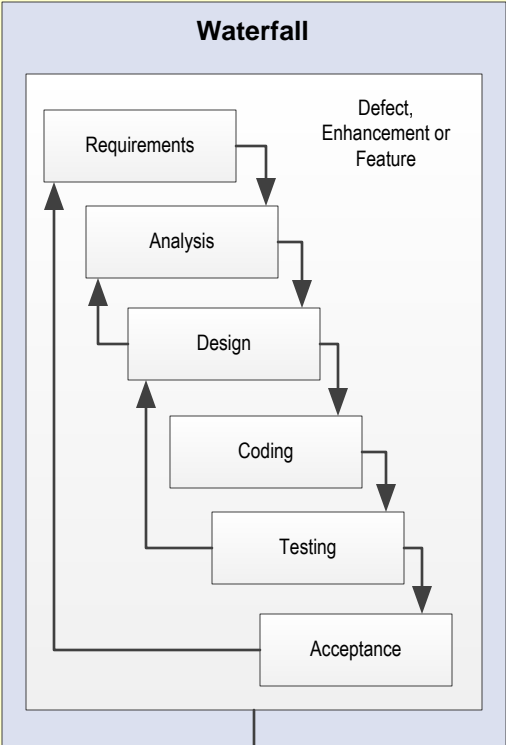
Defects & Enhancements

Project Initiation (New Application)

Features

Direct Requests from Customers (Service Request, Email, or directly to SDLC)

Enhancements



Schedule & Obtain Approval to Deploy

Change Management

Deploy

End

Scheduled & Approved

Close Change

Production Updated