



Overview

This policy outlines the process the FirstMap team will follow when a change to an existing service is required and would result in users experiencing problems if they are not notified.

Changes that will require following this procedure outlined in this policy are:

- Removal of fields from the underlying data
- Restructuring how the data are stored in the database

For the purposes of this document from here forward a “change in service” means a change that requires we follow this procedure.

New Pending Service Created

When a change in service is required a new service will be created using a new version of the underlying data. This service will be called *OriginalServiceName_Pending*. The original service will remain in place.

The *OriginalServiceName* and *OriginalServiceName_Pending* services will remain for 30 days.

Pending and Original Service Name Change

After 30 days the *OriginalServiceName* will be renamed to *OriginalServiceName_Archive* and the *OriginalServiceName_Pending* will be renamed to *OriginalServiceName*

The *OriginalServiceName_Archive* service will remain for 30 days.

Removal of Archive Service

After 30 days the *OriginalServiceName_Archive* service will be removed.

Additional Time

If more time is need to make changes to applications please contact the FirstMap team at firstmap@state.de.us.