Enterprise Testing and Validation

SOP Number	Effective Date	Review Date	Version	Author	Approved By
ITEP-1.1.WIN	04/01/2025	07/01/2025	1.1	Jon Griffey	Jon Griffey

IT Enterprise Procedure

1. Purpose

Describe the purpose of the SOP. Explain why it is necessary and what it aims to achieve.

The purpose of this SOP is to ensure proper management and execution of enterprise device management service delivery by outlining the required steps for testing and validating changes made to enterprise device management systems. To ensure compliance with the following Controls in the Texas A&M Controls Catalog:

- Configuration Management Policy and Procedures (CM-1)
- Baseline Configuration (CM-2)
- Configuration Change Control (CM-3)
- Configuration Settings (CM-6)
- System Maintenance Policy and Procedures (MA-1)
- Controlled Maintenance (MA-2)
- Nonlocal Maintenance (MA-4)

2. Scope

Define the scope of the SOP. Specify departments, teams, or processes that apply.

This procedure applies to enterprise IT professionals from Enterprise Operations and Architecture & Engineering verticals for Texas A&M University - Technology Services, responsible for enterprise device management service delivery.

3. Definitions

Provide definitions for any terms, acronyms, or jargon used in the SOP.

- **Microsoft Endpoint Configuration Manager (MECM):** The on-premises device management platform for Texas A&M to administer Windows workstations and servers. It is part of the co-managed ecosystem, along with Microsoft Intune, and supports Technology Services modern device management strategy.
- **Intune:** The cloud-only device management platform for Texas A&M to administer Windows workstations and Android devices. It is part of the co-managed ecosystem, along with MECM, and supports Technology Services modern device management strategy.
- **Dev/Design:** Testing/development environments (e.g. Intune Design Tenant, ABR Test Site).
- **Virtual Machine (VM):** Virtual environment for testing purposes
- **Production:** Enterprise environment that contains all active users, computers and services.

4. Responsibilities

Outline the roles and responsibilities of individuals or teams involved in the procedure.

- **Testing Administrator:** Leads testing efforts and documents results
- **Validation Administrator:** Performs policy and configuration validation
- **Validation Customer:** Performs User-Acceptance Testing validation.

5. Procedure

Detail the step-by-step process to be followed. Include necessary sub-steps, decision points, and contingencies.

5.1 Initial Assessment

Description: Identifying the requirements and criteria for device functionality, security, and compliance.
Responsible Party: Testing Administrator
Tools/Resources Needed: Access to applicable security requirements.

5.2 Test Case Development

Description: Creating detailed test cases that cover all aspects of device performance and configuration.
Responsible Party: Testing Administrator, Validation Customer
Tools/Resources Needed: Test Environment, Virtual Machines, Testing devices

5.3 Execution

Description: Performing the tests in a controlled environment to validate the defined criteria.
Responsible Party: Testing Administrator, Validation Administrator for Unit Admin Testing, Customer for User Acceptance Testing

Tools/Resources Needed: Adequate number of testing and validation hardware or virtual workstations. Proper testing environment that replicates production system behavior.

5.4 Documentation

Description: Recording the results of the tests, including any issues that were identified and how they were resolved.

Needs Matrix and Testing Log (example):
Technical Capabilities_Capacity Assessment_Recommendations.xlsx

Responsible Party: Testing Administrator
Tools/Resources Needed: Testing environment, Virtual Machines, Testing devices.

5.5 Review

Description: Analyzing the test results to ensure that all objectives were met and that configurations are ready for deployment. Operational impact and manageability of configurations are also assessed, and recommendations are presented in this step.

Responsible Party: Enterprise Service Team
Tools/Resources Needed: Testing results

6. Documentation

List any forms, logs, or records that need to be maintained as part of this procedure.

- UEM Testing Log (Example)
- Testing results are documented in applicable change and problem records.

7. References

Include any related documents, policies, or regulations that support this SOP.

Related Texas A&M Controls

To ensure compliance with the following Controls in the Texas A&M Controls Catalog:

- Configuration Management Policy and Procedures (CM-1)
- Baseline Configuration (CM-2)
- Configuration Change Control (CM-3)
- Configuration Settings (CM-6)
- System Maintenance Policy and Procedures (MA-1)
- Controlled Maintenance (MA-2)
- Nonlocal Maintenance (MA-4)

Related Internal Documentation

- Process Diagram - ITEP_Testing and Validation
- SLAs and SLTs: UEM - Windows Team

8. Revision History

Track changes made to the SOP over time.

Version	Date	Description of Change	Author
0.1	02/19/2025	Initial Draft	Eli Billette
1.0	03/28/2025	Finalized SOP	Jon Griffey
1.1	07/01/2025	Updated	Jon Griffey
1.2	07/16/2025	Updated	Jon Griffey

9. Appendices

Include any additional information, diagrams, or charts that support the procedure.

Additional Rules & Regulations

1. University Rules and SAPs - Texas A&M University
2. University-Wide IT Governance Framework
3. SOPs – Division of Research - Texas A&M University

Process Diagram