



SYSTEMS DEVELOPMENT LIFE CYCLE (SDLC)

Effective 11.25.25; Updated 2.20.26

1. Purpose

We maintain a documented Systems Development Life Cycle (SDLC) to ensure that the design, development, testing, deployment, and maintenance of our software systems are performed in a consistent, controlled, and secure manner.

2. SDLC Approach

We follow a standard Agile development model, using iterative development and incremental releases. The SDLC is designed to support continuous improvement while maintaining appropriate controls over quality, security, and production changes.

3. SDLC Phases

a. Planning and Requirements

Business and technical requirements are identified, reviewed, and prioritized. Proposed changes or enhancements are evaluated for feasibility, impact, and alignment with business objectives before development begins.

b. Design and Development

Approved requirements are translated into technical designs and implemented by authorized development personnel. Development activities follow internal coding and configuration standards appropriate to the system and environment.

c. Testing and Quality Assurance

Changes are implemented and validated in a non-production (test or QA) environment prior to release. Testing is performed to confirm expected functionality and identify defects before promotion to production.

d. Review and Approval

Production releases are subject to review and approval in accordance with our change management process. Only authorized personnel may approve and deploy changes to the production environment.

e. Deployment

Approved changes are deployed to production in a controlled manner. Deployment activities are coordinated to minimize disruption and ensure system stability.

4. Maintenance and Continuous Improvement

Deployed systems are monitored and maintained to address defects, security updates, and enhancements. Feedback and lessons learned are incorporated into future development cycles.

5. Maintenance and Continuous Improvement

Security, access controls, and change management requirements are integrated throughout the SDLC. Access to production systems and deployment capabilities is restricted to authorized IT personnel.

6. Review and Updates

This SDLC is reviewed periodically and updated as needed to reflect changes in business processes, technology, or regulatory requirements.