

Coins Release Ticket Procedures

Technical writers can use this procedure to complete COINS Release tickets. Every COINS Release introduces updates to the Banking Centre Operating System. A pilot release always precedes the country-wide release by 15 days.

AUTHOR: MARIO GARON

PREREQUISITE:

Whenever you are assigned a Coins Release, expect that:

- Intake assigns each Service Now ticket tied COINS Release to the same technical writer. The pilot date and the country-wide release date are the same for all ticket. A Banking Centre News Message announces each COINS release.
- The pages and new messages for pilot release are always unlisted.

NOTE: If some of these elements are missing or if there is a mistake, contact Intakes and the Content Initiator.

1. Complete the pages for the pilot release on Service Now.
 - a. Create unlisted pages for each of the tickets.
 - b. Create an unlisted page for the new message.
 - c. Send the ticket to the editor for review.
 - d. Send an email to the Content Initiator with the links to all the Pilot pages.
 - e. Make the changes that the Content Initiator requests so the page are ready for publication on the day of the Pilot release.
2. Complete the pages for the country-wide release on Service Now.
 - a. Copy the content of the unlisted page into new listed pages.
 - b. Create a new Banking Centre message for the country-wide release.
 - c. Make the changes needed for the country-wide release.
 - d. Send the tickets to the Content Initiator for review.
 - e. Make the changes that the Content Initiator requests so the pages are ready for publication on the day of the country-wide release.