

## Colleague/Arches Software Updates

### 1 – ITS POLICY

The purpose of this policy is to document the activities and timeframes related to the installation of minor software level updates. This policy is not intended for use with operating system updates or major Colleague version updates.

Definitions relevant to the process:

Production:

The software environment used for daily operations

Test:

The software environment used for testing custom applications, software updates and processes. This environment will be refreshed at least 4 times a year.

Software Update:

An update from Ellucian that is intended to add functionality or resolve an operational or performance issue.

Group:

A group of no more than 10 software updates that may or may not relate to each other. A group holds updates chosen by the system administrator.

### 2 – PROCESS

2a Initiation:

The system administrator downloads available software updates from the Ellucian Product Repository then places them into groups of no more than 5-10 updates. They will be organized according to release date.

The system administrator will then install groups of updates into the TEST environment every week on Monday during business hours. If Monday is a holiday, updates will go into test on Tuesday of that week.

A new file will be added to the Colleague Updates folder in Google Docs. The file will have the group number followed by the update number if applicable. The development group will get the full document with all updates in the group. It will be titled with just the group number. Super users will get a document with the group number and the update number. The section the super users will need to read will be highlighted. The title may have a description after the update number to help the system admin alert users. The document will be inside the calendar invite.

This file will contain the AnswerNet document corresponding to the software update. The system administrator will then notify ITS programmer/analysts and super users via an event created in the Colleague Update calendar. Inside the description for the calendar event will be a link to a questionnaire.

#### 2b Review:

It is imperative that Colleague software updates are tested. Testing will reduce down time and help prevent down time.

An event will be created in the Colleague Update calendar with ITS staff and super users as guests. A pdf file of update documentation will be attached. The purpose of the event is to notify the system administrator that the module owners approve the update.

Managers will be alerted to the update being installed into test. It is up to them to notify users of their area that are affected.

If the manager reviews the document and none of the updates impact the area they own they can respond NA to the questionnaire.

If the manager reviews the document and determines that it does affect their area, testing will have to be done. When testing is complete they can then respond YES to the questionnaire.

If the manger reviews the document and determines that it does affect their area but are unsure how to test or how to proceed, they can email Chantel Brandhagen for assistance with proceeding.

If the manager reviews the document and determines that it does affect their area, proceeds with testing and finds an issue they should respond NO to the questionnaire and email ITS for assistance.

### 3 - APPROVALS

A YES response from the notified manager will be considered an approval to continue. If there isn't a response at all a reminder will be sent, but the update will be installed according to the schedule.

### 4 – INSTALL

When the updates are approved the system administrator will install them into production.

#### 4a. Schedule:

Each Tuesday from 6:00 am- 7:00 am updates that were installed into test two weeks prior, will be installed into production. If Tuesday is a holiday, updates will be installed on Wednesday of that week.

Users can't be logged in during the update process. Being logged in can cause the update process to slow down, Colleague to slow down, errors in the update process, and/or Colleague downtime. Users must be logged out prior to the 6:00 am start time. They will be forced off after that time, and the system will prevent them from logging in.

4b. Registration

During the time students are registering for classes, updates will be at noon.

4c. Overflow:

If a group takes longer than an hour to be installed into test, a note will be sent out to users to notify them the time will run past 7:00 am.

4d. Listeners

Every other Tuesday, the listeners will be bounced after updates are finished. This is regular maintenance to keep Colleague running.

5- LARGE UPDATES

Updates such as DMI, Unidata, Webadvisor, and other "big" updates will be addressed individually. The development group will decide together how to proceed.

**MODULE OWNERS BY AREA:**

**Registration and Student Records**

Lisel Fowler

Erin Digney

**Admissions**

Amy Copeland

Becky Urton

**Financial Aid**

Sue Standley

**Advancement**

Brianne Berogan

**Residential Life**

Christina Lorge-Grover

Cathy Atkinson

**HR**

Tammy showers

**A/R**

Diane McCann

**Colleague Financials**

Cindy Descamps

Randy Roy (GL)