<u>User Update Process</u>

1. The system administer will install updates into test.
   a. This will happen each Monday
      i. If Monday is a holiday or updates can't be done on that day, they will be done on the following day, Tuesday
2. Managers will be notified the updates are in test via a Calendar invite.
   a. It is up to the managers to notify the users in their area who are affected.
3. Inside the calendar invite will be:
   a. Documentation
   b. A link to a questionnaire
4. Users will need to open the calendar invite
   a. Review the documentation
      i. Their potion of the document will be highlighted
   b. Test the update based on the affected areas noted in the documentation
   c. Go to the link in the calendar invite
      i. Fill out the brief questionnaire
         1. If the manager reviews the documentation and none of the updates impact the area they own they can respond NA to the questionnaire.
         2. If the manager reviews the documentation 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.
         3. If the manger reviews the documentation and determines that it does affect their area but are unsure how to test or how to proceed. They need to contact Chantel Brandhagen in ITS.
         4. If the manager reviews the documentation and determines that it does affect their area, proceeds with testing and finds an issue they should respond NO to the questionnaire. They need to email Chantel Brandhagen with a brief summary. ITS will contact them.
5. After the updates are approved via the questionnaire the system administrator will install the updates into production. This will occur two weeks and one day later.
   a. Updates will be installed into production between 6:00 am and 7:00 am every Tuesday
      i. If Tuesday is a holiday or updates can't be done on that day, they will be done on the following day, Wednesday.
      ii. If at 6:00 am students are registering, the updates will be done at noon instead of in the morning.
      iii. 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.
   b. Users can't be logged in during the update process. Doing so can slow down the update process, slow down colleague, cause errors in the update process, and/or Colleague downtime.
      i. Users must be logged prior to the 6:00 am start time.