Guidelines for the Installation of Upgrades and Patches of Systems Software Applications Supporting the Banner Environment

**Summary:** Installation of upgrades or patches to the operating system or databases supporting the Banner environments will follow the process described in this document.

**1.0 Purpose**

This document clarifies the process and specifies the responsible parties involved in handling upgrade or patches on the various system and database software applications that are a part of the Banner environments.

**2.0 Scope**

This SP&P applies only to the installation of upgrades and patches on the Banner servers.

**3.0 Policy**

It is the policy of Information Technology Services to maintain the operating system and database applications supporting the Banner environment at release levels supported and advised by the software vendors involved. IT Services will apply upgrades and patches in a timely manner as they are agreed to be reliable, and fit within the standard campus IT environment.
Although there will be exceptions to the rule, the following describes the ideal time table for upgrades and patches to the Production system.

Non-critical upgrades and patches will be applied to the test HP system or test Oracle system to investigate the impact on these systems and Banner. If they do not adversely impact the Banner system, non-critical upgrades and patches to the HP system or Oracle will be applied to the Production system on a quarterly basis. The last Saturdays of the months of March, June, September, and December will be targeted although actual dates may vary depending upon scheduling conflicts.

Critical upgrades and patches will be applied to the test HP system or test Oracle system to investigate the impact on these systems and Banner. If they do not adversely impact the Banner system, these upgrades and patches to the HP system or Oracle will be applied to the Production system on the second or fourth Saturdays of the month.

If the critical or non-critical upgrades and patches adversely impact the Banner system, the Banner Steering Committee and SCT and pertinent vendors will be contacted to discuss how to proceed.

Upgrades and patches to the Banner system will be reviewed by the Banner Steering Committee to determine criticality. Upgrades and patches will be applied to the appropriate test system. Once testing is complete they will be moved to the Production system. Non-critical upgrades and patches will be applied to Production on a six week cycle. Critical upgrades and patches will be applied to the Production system in accordance with the Banner Steering Committee time line. Ideally, both non-critical and critical patches will be applied to the Production system on a second or fourth Saturday of the month.

4.0 Practice

4.1 Upgrade or Patches to the HP system or Oracle
   A. Criticality of upgrade or patch is determined by ITS Network Support and/or Database Administrator.
   B. Upgrade or patch is applied to the test HP or test Oracle system
   C. Impact to the Banner system is tested by the ITS Application Programming Staff and the Business Analysts.
      1. If there is no impact, the move to Production will be scheduled according to the critical nature of the upgrade or patch via ITS Change Management.
      2. If there is an impact to the Banner system, the Banner Steering Committee and SCT will be notified. A plan on how to proceed will be developed.
   D. Move to Production for critical upgrades and patches
      1. Request to apply upgrade or patches to the Production system will be reviewed by ITS Change Management.
         a. Typically the time frame for critical patches and upgrades is the second or fourth Saturday of the month.
b. Notification of the upgrade or patch will be announced to pertinent parties

E. Move to Production for non-critical upgrades and patches
   1. Request to apply upgrade or patches to the Production system will be reviewed by ITS Change Management.
      a. Typically the time frame for non-critical patches and upgrades is quarterly on the last Saturday of the month.
      b. Notification of the upgrade or patch will be announced to pertinent parties

4.2 Upgrade or Patches to the SCT Banner System
A. Criticality of upgrade or patch is determined by Banner Steering Committee.
B. Banner Steering Committee Director will complete ITS Service Request form.
C. Upgrade or patch is applied to the appropriate test Banner system.
D. Impact to the Banner system is tested by the ITS Application Programming Staff and Business Analysts.
   1. If the impact to Banner appears to be a smooth transition, the move to Production will be scheduled according to the critical nature of the upgrade or patch via the Banner Steering Committee.
   2. If testing reveals the change to Banner system is problematic, the ITS Application Programming Staff and/or the Business Analysts will notify the ITS Database Administrator, the Banner Steering Committee and SCT. A plan on how to proceed will be developed.
E. Moving Upgrade or Patches to the Production Banner System
   1. Critical upgrades and patches will be scheduled for second or fourth Saturdays whenever possible. Non-critical upgrades or patches will be scheduled on a six week cycle on the second or fourth Saturdays of that month whenever possible.
   2. Banner Steering Committee will notify pertinent parties of changes to Banner system.
F. ITS will keep the requestor notified of progress of Service Request through process.

5.0 Responsibilities

Determining the criticality of HP and Oracle upgrades and patches is the responsibility of ITS Network Support and/or ITS Database Administrator.

Application of the HP and Oracle patches and upgrades will be the responsibility of ITS Network Support or ITS Database Administrator. They will be responsible for following the ITS Change Management process prior to the move to the Production system.

Determining the impact of HP and Oracle upgrades and patches on the Banner system is the responsibility of ITS Application Programming staff and the Business Analysts. If the Banner system is adversely impacted ITS and the Business Assistants will notify the Banner Steering Committee and SCT.

Determining the criticality of Banner upgrades and patches is the responsibility of the Banner Steering Committee. The Banner Steering Committee Director will complete an ITS Service Request form to
begin the process of applying upgrades and patches to Banner.

Determining the impact of the Banner upgrades and patches is the responsibility of ITS Application Programming staff and the Business Assistants. If Banner is adversely impacted these groups will notify ITS Database Administrator, Banner Steering Committee and SCT.

Application of the Banner patches and upgrades will be the responsibility of the ITS Database Administrator. The Banner SIS director will notify Banner users of these system outages and any changes affecting the use of Banner.

ITS implementor or implementor’s manager will keep the Banner Director apprized of the progress of the Service Request throughout the request process.

6.0 Record Maintenance

ITS Network Support or ITS Database Administrator will create a change management form for the HP or Oracle upgrades and patches.

Banner Steering Committee Director will create a Service Request form for the application of upgrades or patches to the Banner system.

ITS will maintain the Service Request and the Change Management record. ITS implementor’s manager will keep the ITS Service Request database updated.