

Banner Change Management Process

For

Upgrades and Patches

Sul Ross State University's (SRSU) policy is to maintain the enterprise applications at release levels that provide needed functionality, sustainability and are supported by Ellucian. The Office of Information Technology (OIT) applies upgrades and patches in a timely manner as they are requested by the Data Owners and are verified to be reliable through testing. The Director of Enterprise Applications (EA) will facilitate the overall upgrade process with the appropriate Data Owners, OIT staff and Ellucian remote staff including the scheduling of testing, implementation and downtime.

Determining the criticality of operating system and database upgrades and patches is the responsibility of OIT.

Determining the criticality of Banner application or auxiliary software upgrades and patches, and associated impact, is the responsibility of the Data Owners and EA team. The following specifies the responsible parties involved and their role in handling upgrades or patches to the enterprise applications:

1. At the beginning of each month, OIT sends to the appropriate Data Owner(s) all required information contained in each available upgrade or patch. Within four business days, the Data Owner(s) reviews the upgrade or patch information and informs OIT and other Data Owners, as needed, whether the upgrades or patches is to be applied and by when.
2. It is the responsibility of the Data Owner and other Banner users within their department to be familiar with the modifications outlined in the released guides or notes. They should carefully review each of the documents supplied by OIT and determine what impact the upgrades or patches have on their business processes.
3. The Data Owner enter a ticket in the LTAC system to request the installation of the upgrade(s) or patch(es) to a test database. The Data Owner may request a clone of the test database prior to installation.
4. EA staff will enter a ticket in the SNOW system to authorize the Database Administrator (DBA) to clone (if requested) and to install the upgrade(s) or patch(es) to a test database.
5. The departmental users of each module will execute a test plan according to an agreed upon schedule by testing their normal processes, reports and any new functionality that is implemented in the upgrade or patch. Upgrades and patches to production systems only occur after proper testing.
6. Any problems found during testing are investigated and corrected by either the departmental users, if the issues can be addressed through Banner forms, or the EA staff, if technical problems exists.
7. When testing is complete, the Data Owners will notify the EA staff by updating the LTAC ticket to indicate that they are ready for the upgrade or patch to be installed into the production environment according to the agreed upon schedule.

EA staff will enter a ticket in the SNOW system to authorize the DBA to install the upgrade(s) or patch(es) to the production database according to the agreed upon schedule.