

UDC Software Release Schedule

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The release of software projects to production is a critical task for the university. It is especially critical as we implement more Banner products and modules across the UDC system. Every release to production must be planned, coordinated and scheduled. This is to maximize resources, minimize outages and insure quality of the release and production environment.

All releases will follow the UDC Software Development Lifecycle, detailed in another document.

Types of Releases:

Software installed into PROD may consist of the following:

- SGHE delivered Banner Upgrades – Banner, Luminis, Workflow, BDMS, Blackboard, etc.
- New Banner module implementations such as Financial Aid
- Other Third-Party Software
- Workflows and associated code
- Data loads – This may consist of large volumes of Data or even a change in existing Banner Codes.
- Modifications or enhancements of existing Third-Party software.

Releases Schedule:

To provide for a quality release, software packages will be installed into production the second Thursday of every month. The standard time for this will be from 6:00am to 8:00am EST. Note: This time may be adjusted due to the complexity and scope of the release.

Requests for Release must be submitted no sooner than one week before the dates specified above. For example, a request to install a new Workflow on March 17 must be received no later than 12 noon, Thursday March 10th.

All releases must have successfully cleared User Acceptance Testing in BPRD before production release, with a minimum of a one day cooling period. This is to allow time for any adjustments to packaging or documentation needed for the release.

A release to PROD may be cancelled, postponed or rescheduled at the discretion of OIT or the requestor. If a release is stopped, it will be rescheduled for the next release window, unless other specific arrangements are made.

NOTE: Installing new releases on the 2nd Thursday allows for the propagation of the release back into our other environments the next week via clone. Please see the TEST and REPT refresh schedules detailed in another document

Populations Affected by Release:

All users of the Banner system will be affected by a Production outage. Other affected parties may include specific business units or individual users interested in the change of functionality in the new release. These users will need to be alerted to any outage or change in expected behavior.

Definition of a successful release

A successful release is one that has been installed into production without excessive errors, and meets the planned requirements and functionality of the business request. Issues specific to a release will be specially tracked for one week, after which the release is considered baseline.

Note: On occasion, OIT and the business requestor may determine to install software into production with a known defect. This would still be considered a successful release.

How to submit a Release Request:

Requests for release of software should be made via the Track-it system -

<http://udc196/tiweb8/scripts/TIWebPortal/TrackItUser.asp>

Requests should be made as early as possible – a minimum of one week lead time is needed.