

Scheduling Patches and Fixes

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Purpose

This procedure outlines the order of the steps to install system maintenance delivered by Oracle / PeopleSoft. The maintenance includes bundles, maintenance packs and critical fixes. The objective is to keep the SIS and AIS systems up to date in a reasonable and prudent manner with minimal impact to production systems and development projects.

Procedure

The first step is to install the maintenance into the S89CERT (SIS) and F89DEMO (AIS) databases. Compare reports are run in both databases to identify the differences between the current and new systems. These reports are provided to the developers for review for the preparation of testing scenarios.

The installation of the maintenance into the *Development* instance of the database is scheduled several weeks after receipt from PeopleSoft.

Upon installation in the *Development* instance of the database, appropriate personnel test the objects that are changed in the maintenance. At any point in testing should an error or an anomaly arise, a complete description of the problem is entered into IssueTrak and assigned to the appropriate personnel who may include internal and external resources. Upon *the* completion of testing, the maintenance is applied to the *Test* instance of the database.

After complete testing in the *Test* instance of the database, the maintenance is installed in the *Production* instance of the database. Since the *Query* instance of the database is refreshed nightly from the *Production* instance, the maintenance is in the *Query* instance the day after installation into *Production*.

The *Training* instance is kept at the previous level of maintenance for an unspecified period of time to permit a point of reference for analyzing any problems that might arise in *Production*. Upon completion of debugging of the *Production* instance, the *Training* instance is refreshed with the *Production* instance of the database.

Scheduling of Postings

The schedule for system maintenance installation is posted to the VCCS ITS web site. The schedule reflects the installation date and test time period for each maintenance installation in each instance of the database. This calendar is based on the Oracle / PeopleSoft published release schedule. The ITS Staff prepares the calendar on an annual basis and updates it quarterly or as necessary.