SOLABS QM Core Release Upgrades: Methodology (Hosted)

SOLABS QM Major Core Releases are made available to clients annually. Minor Core Releases scheduling may vary depending on reported issues and priority levels.

SOLABS does not currently force upgrades on clients. It is strongly recommended that clients proceed with upgrades in a timely manner and not fall behind more than one release.

General information:

1. Release Notes and Change Lists are made available in the SOLABS E-Room within the corresponding release folder under the Public Folder.
2. The CORE software releases are fully qualified by SOLABS, except for reports and datasets which are tested but not qualified
3. Qualification documentation is made available in the corresponding release folder in the SOLABS E-Room.
4. The SOLABS Support Team communicates to all clients to schedule the upgrades in Validation and Production.
5. All open Support CREQs that have been fixed in the release are closed.
6. One CREQ per client is opened (same CREQ for all environments). The date and time for the interventions are scheduled with the client.
7. An SICC detailing the intervention is sent to the client.
8. The Validation instance is upgraded first.
9. User Guides on new features are made available in the SOLABS' Documentation Portal.
10. Once the upgrade is completed in the Validation environment, SOLABS recommends that every client conducts user acceptance testing (UAT).
11. Any issues found by the client are sent to SOLABS via an issue log once all testing is completed.
12. SOLABS will review the issue log. When deemed necessary (ex. data integrity or critical issues) fixes are done in a SOLABS QM release immediately (patch is issued e.g. 10.X.2 is upgraded to 10.X.2-1). Other issues are entered in the core bug fix backlog for a future release. A new release would require a new install in the Validation environment.
13. If no bug fixes are required, we proceed to the upgrade in the Production environment.
14. All signed documentation in regards to the Validation and Production upgrade interventions are made available to clients in the eRoom.
15. The client is live with the new release. The upgrade CREQ is now closed.

Below are the different steps recommended to prepare and complete the upgrade of a SOLABS QM environment in the Hosting Center.

Note: These steps are specific to the SOLABS QM 10.8.1 release.

Steps	Responsibility
1. Review of the Validation package provided by SOLABS in the eRoom	Client
2. SOLABS initiates a CREQ on behalf of clients	SOLABS
3. SOLABS sends SICC and supporting documentation	SOLABS
4. A Change Control is initiated	Client
5. A schedule to update the environments is discussed	SOLABS\Client
6. SOLABS initiates the requirements needed for the update, and may proceed to a Production to Validation environment restore	SOLABS
7. SOLABS sends the information to the client for them to communicate information back to clients	Client
8. The client answers SOLABS to confirm changes and answer questions	Client
9. The client provides the go to upgrade Validation environment	Client
10. Upgrade of Validation environment	SOLABS
11. SOLABS provides the executed documentation for Validation environment	SOLABS
12. Preparation/Review of UTAs	Client
13. Dry-Run of UATs	Client
14. Approval of UATs	Client
15. Execution of UATs	Client
16. Client provides a Go to SOLABS for the update in Production	Client
17. SOLABS updates the production environment	SOLABS
18. SOLABS provides documentation in eRoom	SOLABS
19. Change Control is closed	Client
20. CREQ is closed	SOLABS

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