

## SICC - SOLABS QM 10.9.1 UPGRADE

**Status:** Approved & Effective

**Effective Date:** 2022-04-13

**Control Number:** SICC-GEN017

**Version:** 1.0

### DOCUMENT INFORMATION TABLE

<b>Name</b>	SICC - SOLABS QM 10.9.1 Upgrade
<b>Document Type</b>	SICC
<b>Description</b>	General SICC for Release 10.9.1 upgrade.
<b>Control Number</b>	SICC-GEN017
<b>Version (Internal Version)</b>	1.0 (2.0)
<b>Effective Date</b>	2022-04-13
<b>Next Review Date</b>	N/A
<b>Reason for Change</b>	Remove reference to knowledge base article.
<b>Cosmetic Change</b>	Yes
<b>Originator (Author)</b>	pdemers@solabs.com (Pascal Demers)
<b>Document Owner</b>	N/A
<b>Document Coordinator</b>	FCT_Support Front Line
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### RELATED ITEMS

N/A

## SICC - SOLABS QM 10.9.1 UPGRADE

**Status:** Approved & Effective

**Effective Date:** 2022-04-13

**Control Number:** SICG-GEN017

**Version:** 1.0

### APPROVAL TABLE

Status <sup>1</sup>	Selected for Approval username (Full Name), Title	Approved By username (Full Name)	Meaning	Approval Date
APP	Any, SICG Approver ENG	kevin.b.langlois@solabs.com (Kevin Byrne-Langlois)	Approver	2022-04-13 12:58:48 UTC-04:00
APP	Any, SICG Approver - PQM	mboire@solabs.com (Martine Boire)	Approver	2022-04-13 12:57:23 UTC-04:00

<sup>1</sup> Legend:

NS: Not Started

AWA: Awaiting Approval

APP: Approved

REJ: Rejected

STO: Stopped



# Supporting Information for Change Control

## 1 CHANGE DESCRIPTION

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Update SOLABS QM10 to release 10.9.1, including Datasets and SSRS Reports.

Also includes conservation of previous SSRS Training Reports so they stay accessible to the customers (for comparison/qualification purposes) after the update.

## 2 IMPACT INFORMATION

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### 2.1 IMPACTED SERVICES

Service Name	Type	Impacted
SOLABS QM (Core)	Core Service	Yes
SOLABS QM (QM APP)	Core Service	No
SharePoint Portals & OLAP	Core Service	No
Password Management & Active Directory	Core Service	No
Online Assessments	Core Service	No
OLTP (Database)	Enabling Service	No
Document Transformation (PDF Rendering)	Enabling Service	No
Data Export	Enhancement Service	No
SharePoint Online	Interface	No
External SSO Provider	Interface	No

### 2.2 DESCRIPTION OF THE IMPACT ON SERVICES

SOLABS QM 10.9.1 includes all the 10.9.0 corrective releases (10.9.0-1, 10.9.0-2) hence clients must be running 10.9.0 to a minimum before the upgrade.

10.9.1 release notes are available in SOLABS' knowledge base ([link below](#)).

**Supporting Information for Change Control**

**Client: SOLABS**

**SICC Number: SICCC-GEN017**

Qualification documentation, including detailed change list, for SOLABS QM 10.9.1 is available in our eRoom.

### 2.3 DESCRIPTION OF THE IMPACT ON CLIENT

SOLABS QM10 Release 10.9.1 includes a few bug fixes to the Core system and updates to the SSRS Training Reports.

10.9.1 release notes are available in SOLABS' knowledge base (link below).

Qualification documentation, including complete change list for SOLABS QM 10.9.1 is available in our eRoom.

### 2.4 ENVIRONMENTS IMPACTED

Instances/ Environments	Impacted	Intervention Time	Downtime*
VALIDATION	Yes	1-2 hours	1-2 hours
PRODUCTION	Yes	1-2 hours	1-2 hours

\* Clients are responsible to notify users prior to downtime periods.

## 3 INSTRUCTIONS

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### Validation

1. Execute steps defined in **Annex 1** of the current document to copy the currently deployed report library.
2. Execute steps defined in procedure **TINS000115 – Update SOLABS QM to version 10.9.1.**
3. Once confirmation that everything is in order (~30days after the update), execute the steps from **Annex 2** to remove the 10.9.0 report library.  
*(Customer will be informed by SOLABS Support prior to deletion, and Annex 2 will be filled and sent once done).*

### Production

4. Execute steps defined in **Annex 1** of the current document to copy the currently deployed report library.
5. Execute steps defined in procedure **TINS000115 – Update SOLABS QM to version 10.9.1.**
6. Once confirmation that everything is in order (~30days after the update), execute the steps from **Annex 2** to remove the 10.9.0 report library.  
*(Customer will be informed by SOLABS Support prior to deletion, and Annex 2 will be filled and sent once done).*

#### **4 RECOMMENDATIONS ON CLIENTS' ACTIVITIES**

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N/A

#### **5 RELATED DOCUMENTS**

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TINS000115 – Update SOLABS QM to version 10.9.1

TINS000018 -SOLABS QM 10 Report Setup and Deployment

TINS000027 - SOLABS QM Excel Reports

10.9.1 Release Notes (Available in Knowledge Base)

#### **6 ROLLBACK PROCEDURE**

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1. Restore backup of Core files.
2. Restore database backup.

## 7 ANNEX 1

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### Create a Copy of the 10.9.0 Training Reports

1.  Access the SharePoint site where the reports are deployed for the instance to update.
2.  Click on the **SOLABS QM <INSTANCE TYPE> Reports (SSRS)** link to access the reports library for the target instance.
3.  Click on the **Core Reports** link to access the core reports library for the target instance.
4.  Click on the **Training Section** link to access the core training reports library for the target instance.
5.  For each of the report in the library: Click on ... to open the contextual window, click on ... in the window and select **Download a copy.**
  - a.  **Departmental Training Compliance by User**
  - b.  **Employee Training Compliance**
  - c.  **Employee Training History**
  - d.  **Job Title Training Requirements**
  - e.  **Training Compliance by Department**
  - f.  **Training Compliance by Department Status by User**
  - g.  **Training Compliance Distribution**
  - h.  **Training Compliance Distribution by Range**
6.  Once all training reports have been downloaded, access the **Core Reports** library to access the core reports library for the target instance.
7.  Click on **Files**, then **New Folder**, type “**Training Section (10.9.0)**” in the **Name** field and click **Save**
8.  Click on the **Training Section (10.9.0)** link to access the core training reports library for the target instance.
9.  For each of the report copied from step 5: Click on **Files**, then click on **Upload Document**, chose the copied report file, click **Ok** then click **Save.**
  - a.  **Departmental Training Compliance by User**
  - b.  **Employee Training Compliance**
  - c.  **Employee Training History**
  - d.  **Job Title Training Requirements**
  - e.  **Training Compliance by Department**

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- f.  **Training Compliance by Department Status by User**
- g.  **Training Compliance Distribution**
- h.  **Training Compliance Distribution by Range**

10.  For each of the newly created reports, click on ... to open the contextual window, click on ... from the window and select "Manage Data Source". Click on the **DS\_Core** data source, make sure to set the correct Data Source Link for this instance and click Ok (Make sure to test each report after to confirm everything is in order).

- a.  **Departmental Training Compliance by User**
- b.  **Employee Training Compliance**
- c.  **Employee Training History**
- d.  **Job Title Training Requirements**
- e.  **Training Compliance by Department**
- f.  **Training Compliance by Department Status by User**
- g.  **Training Compliance Distribution**
- h.  **Training Compliance Distribution by Range**

## 8 ANNEX 2

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### Removing 10.9.0 Reports and Sub-Reports

11.  Access the SharePoint site where the reports are deployed for the instance to update.
12.  Click on the **SOLABS QM <INSTANCE TYPE> Reports (SSRS)** link to access the reports library for the target instance.
13.  Click on the **Core Reports** link to access the core reports library for the target instance.
14.  Click on ... next to the **Training Section (10.9.0)** folder to open the contextual window, click on ... from the window, click on **Delete** and confirm the operation.
15.  Click on the **SOLABS QM <INSTANCE TYPE> Sub-Reports (SSRS)** link to access the sub-reports library for the target instance. *(If not directly available, click on Libraries to view the complete list and select it from there.)*
16.  For each of the sub-reports listed below: Click on ... next to the sub-report, click on ... in the contextual window and then click on **Delete** and confirm the operation.
  - a.  **Training Compliance User Distribution by Range\_0**
  - b.  **Training Compliance User Distribution by Range\_1**
  - c.  **Training Compliance User Distribution by Range\_2**
  - d.  **Training Compliance User Distribution by Range\_3**