# SOLABS QM10 - Upgrade Methodology

SOLABS QM releases (minor) are made available to clients once a year Corrective Releases are created based on critical issues and priority levels.

SOLABS currently supports 1 minor release behind i.e. say 10.9 is out, 10.8 remains supported until 10.10 is out available. SOLABS strongly recommend that clients stay up to date with the latest release.

**General information:**

1.  CORE software releases are fully tested and/or qualified by SOLABS, as per SOLABS' SOP on Computer System Validation (SOP000026). Change Lists and other validation deliverables are made available in the SOLABS E-Room within the corresponding release folder under the **Public** folder.
2.  All opened Support CREQs that have been fixed in a release are closed as soon as the release is available to clients.
3.  Our Support Team communicates with all clients to schedule the upgrades in their Validation (first) and Production instances (second).
4.  One CREQ per client is opened (same CREQ for all instances). The date and time for the interventions are scheduled with the client.
5.  A SICC (Supporting Information for Change Control) details the intervention and is made available to clients via the knowledge base.
6.  User Guides on new features are made available via the Knowledge Base.
7.  Once the upgrade is completed in the Validation instance, SOLABS recommends that clients conduct user acceptance testing (UAT).
8.  Any found issues by a client during UAT testing, should be sent to SOLABS via an issue log once all testing is completed.
    a.  SOLABS reviews the issue log. If deemed necessary (ex. data integrity or critical issues) fixes are done in a SOLABS QM corrective release. Other issues are entered in the core bug fix backlog for a future release.
    b.  If no bug fixes are required, we proceed to the upgrade in the Production environment based on the client specific schedule.
9.  All executed and signed documentation in regard to the Validation and Production upgrade interventions are made available to each client in their E-Room private folder (as any Support Intervention).
10. The client is live with the new release. We then close upgrade CREQ.

**Below are the different steps recommended to prepare and complete the upgrade of SOLABS QM.**

| Steps | Responsibility |
|---|---|
| 1. Makes the Release Notes, SICC and supporting documentation available to clients in the Knowledge Base | SOLABS |
| 2. Review of the Qualification package in the E-Room | Client |
| 3. UAT preparation/review and approval | Client |
| 4. Initiates a CREQ on behalf of clients | SOLABS |
| 5. A Change Control is initiated | Client |
| 6. A schedule to update the environments is agreed upon | SOLABS\Client |
| 7. When required, proceeds to Flash the Production environment to Validation environment | SOLABS |
| 8. Provides the "Go" to upgrade Validation environment | Client |
| 9. Upgrade of Validation environment | SOLABS |
| 10. Provides the executed documentation for the Validation instance in the E-Room | SOLABS |
| 11. UAT Execution **(Optional)** | Client |
| 12. Provides the "Go" to SOLABS for the update in Production | Client |
| 13. Updates the Production environment | SOLABS |
| 14. Provides the executed documentation for the Production environment in the E-Room | SOLABS |
| 15. Change Control is closed | Client |
| 16. CREQ is closed | SOLABS |