

Policy and Procedure for Datatel Software Updates and Patches

Overview

Datatel releases software updates and patches for both the Colleague system and other ERP support systems on an ongoing basis. Morehead State University downloads individual updates as they become available and places them into larger groups for test purposes. Once the test groups are assembled, they are made available in the BETAPROD environment for functional and technical lead testing.

The Colleague System Administrator will send an email notification to all functional and technical leads to begin a 30 day period of functional leads testing of all new software. Attached to this email will be sign-off sheet that the functional lead must print and sign off on all patches and updates that are successfully tested. Noncompliant patches and updates must be reported the Colleague Systems Administrator using the Noncompliant Datatel Colleague/WebAdvisor software patch/Update form located on the OIT website at <http://www.moreheadsate.edu/aca> at least 5 business days prior to the scheduled production installation date. Once the Colleague Systems Administrator receives the noncompliance form, a dialog with the Functional lead and be started to determine resolution.

In addition to the function lead email notification, the Colleague Systems Administrator will post the following patches and update reports to the OIT website;

- Summary Report – a table display of all software updates and patches sorted by Datatel’s AnswerNet document number
- Full Detailed Report – a full text report of all software updates and patches that includes the complete documentation for each AnswerNet document number referenced in the Summary Report
- Detailed Report by Application – a full text report all software updates and patches that includes the complete documentation for each AnswerNet document number referenced in the Summary Report for a particular Colleague application area such as UT, CORE, ST, CF, HR, ActiveAdmissions and the Portal.
 - UT
 - CORE
 - ST
 - CF
 - HR
 - ActiveAdmissions
 - Portal

Functional and Technical Lead Responsibilities

Functional Leads – are responsible for

1. Identifying and evaluating all software updates and patches for their respective areas

2. Reporting noncompliant software updates and patches to the Colleague System Administrator as soon as possible and no later than 5 day prior 5 business days prior to the scheduled production installation date.

Technical Leads – are responsible for

1. Providing technical support to the functional leads as requested.

Archived Reports

The Colleague System Administrator will archive the Summary Report documentation for software updates and patches for a period of one year.