

UA Learn Upgrade - Summer 2019

For use with major version upgrades. Does not apply to cumulative updates.

9-week process:

- At least 7 weeks prior to upgrade: identify Upgrade Day (scheduled after grades due and before winter break)
- 7 weeks prior to upgrade: Communicate testing & upgrade schedule with stakeholders
- 7 weeks prior to upgrade: Technical staff install upgrade onto classes-test.alaska.edu
- 6 weeks prior to upgrade: User acceptance (Phase I testing) in classes-test.alaska.edu
- At least 2 weeks prior to upgrade: Campus communication & advertising of upgrade outage
- 2 weeks prior to upgrade: Reserved window for addressing major issues (w/Phase II testing), if needed
- Upgrade occurs: 10 hour outage window
- Up to 2 weeks after upgrade: Technical Debrief including a review lessons learned, adjusting documentation, etc.

