COMPUTER SERVICES
902 444 7222 TEL, 902 429 4925 FAX, COMPUTER@NSCAD.CA

NSCAD UNIVERSITY

5163 Duke Street
Halifax, Nova Scotia, Canada B3J 3J6
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ERP SYSTEM UPDATE POLICY

POLICY NO.	315-006
SCOPE	All Faculty, Staff and Administrators
APPROVAL	Senior Management Team
ORIGINAL DATE	July 28, 2011
LAST REVISION	
NEXT REVISION	July, 2016
CONTACT	Director, Computer Services

1 PREAMBLE AND PURPOSE

In recognition of the fact that NSCAD University's ("NSCAD") Enterprise Resource Planning system (currently Datatel Colleague) ("ERP System") requires occasional updates, this policy is intended to provide NSCAD, including the users of the ERP System, with a schedule for such updates or patches.

2 EXCEPTIONS

In certain cases, it might be necessary to apply updates to the ERP System outside the schedule stated in this policy, such as in the case of a bug in the ERP System that causes critical parts of the ERP System to stop functioning or function with erroneous results. The intent of this policy is to reduce these incidents. However, should such an update be required, Computer Services will endeavor to inform users of the ERP System immediately and perform the necessary update.

3 CALENDAR SCHEDULE

The following calendar dates will be used as much as possible when carrying our updates to the ERP System:

- March 1-30
- July 15-August 14
- November 1-30

Should any of these dates fall on a day that NSCAD is not open for business, the closest date that NSCAD is open for business will be used.

4 UPDATE SCHEDULE

Updates will be applied according to the following schedule:

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Prior to Day 1 – Computer Services will create a list of updates that have been released by the ERP System vendor.

Day 1 – Computer Services will send out notification of the patches to the designated contact in each area as listed in Appendix A, noting the patches that are likely to affect the area in question. These notifications will state the portions of the system affected by the patch (in the case of Datatel Colleague, this will be the affected mneumonic).

Day 1 – After notifying users of the ERP System, Computer Services will make a copy of the production environment of the ERP System and place this into a testing environment. In the case of Datatel Colleague, this will entail cloning Production into Test. This will be done after normal operating hours (usually after 7 PM). Computer Services will then apply any updates to the testing environment.

Days 2-29 – Users in each area will, in the test environment created above, test the updates noted in the list sent to them and confirm with Computer Services that their portions of the ERP System are operating as expected and not providing erroneous results. **If this confirmation is not received by the end of Day 29, Computer Services will presume that those portions of the ERP System are operating as expected.**

Should any update cause the ERP System not to perform as expected, the user who notices this behavior shall inform Computer Services immediately so Computer Services can work with external support resources to resolve the issue. Should the issue be serious and no solution found, Computer Services will not perform the step for Day 30 because of the potential impact upon the ERP System and wait for a solution from the ERP System vendor or devise some other solution.

Day 30 – After notifying users of the ERP System, Computer Services will apply the updates to the production environment. This will be done after normal operating hours (usually after 7 PM).

5 QUESTIONS

Any questions regarding this policy should be directed to the Computer Services department.

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6 APPENDIX A

ERP System: Datatel Colleague

Module	Responsible Area	Designated Contact
UT (Utilities)	Computer Services	Director of Computer Services
ST (Student)	Student Services	Registrar
HR (Human Resources/Payroll)	Human Resources	Director of Human Resources
CF (Finance)	Finance and Admin.	Vice-President, Finance and Admin. or Director of Finance
CORE (Core)	All	At least two of the people above