

Columbus State University BANNER Release Policy

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1.0 PURPOSE

This Policy provides procedures for putting BANNER releases into the production and test environments.

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2.0 SCOPE

This Policy details the timetable for BANNER releases. This Policy is meant to complement related policies and further apply sound principles already approved for the acceptable use of Institute computing resources.

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3.0 POLICY

Policy is BANNER Release Policy.

Policy & Guidelines

Failure to comply with approved Institute-wide and departmental policies can result in the enforcement of appropriate CSU disciplinary procedures as well as applicable criminal and civil penalties.

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3.1 NOTIFICATION OF NEW RELEASES

New releases of BANNER Software will be announced on the EAS-Release e-mail distribution list. The DBA must be enrolled in this list. The backup DBA and the applications manager should also be enrolled.

3.2 TESTING TIMETABLE

All BANNER release, dot release upgrades and patches will first be applied to the TEST instance, the first weekend of the month after they are announced on the distribution list. If necessary, the installation can be postponed to the second weekend based on scheduling conflicts but should not be postponed later than this. The programming staff will check for the need to add any local modifications and then notify the end-users that it is ready for their testing. All documentation will be copied to the WIND server in the BDOCS directory. This directory has additional sub-directories denoting 1) the subsystem, 2) the version and 3) the documentation type. The new documentation will be placed into the appropriate sub-folders.

3.3 PRODUCTION TIMETABLE

All BANNER release, dot release upgrades and patches will be applied to the PROD instance, the first weekend of the month after application to the TEST instance. As per the above paragraph, any new upgrades or patches will be applied to the TEST instance at this time. This is to minimize the downtime required. Any changes to this schedule should be requested (by email) to the DBA and the application manager at least 5 work days before the requested downtime.

3.4 LOCAL UPDATES

Any local updates will be placed in the /banner/bantemp directory on the production server. Local updates will be processed at 7:00 am on Wednesday and Friday mornings. Production Transmittal forms must be turned over to the DBA by 5:00 pm on the day before. If necessary they may be slipped under the office door but the DBA must be verbally informed of the need to come in early the next day. The DBA may postpone the processing until 7:30 am if in his opinion, the update is small enough to be processed by 8:00 am and have minimal impact on the online environment. The DBA will not come in early unless there are transmittals to be processed.

3.5 NEW SOFTWARE RELEASES

3.5.1 ORACLE SOFTWARE

The Oracle software tree is organized with separate file systems for each Oracle software release under the /oracle/product directory. If a new release of Oracle software is announced, a new file system will be created, the software will be installed into this file system, a new instance, PREP, will be cloned from the PROD instance. This new instance will reside on ZEUS, the test server. Any necessary changes will reside here until going to production with this release. Only at this time will the TEST instance be cloned from PROD and pointed to the new software tree. The old software tree will be deleted from Oracle Inventory using the installer and then the file system will be deleted. Do not delete the old software before removing it from the Inventory.

3.5.2 BANNER SOFTWARE

The BANNER Software tree is organized with separate file systems for each BANNER version under the /banner directory. When a new version is announced, a new file system will be created, it will be populated from the current version, the upgrades will be installed according to OIIT documentation. A PREP (Pre-Production) instance can be created when both BANNER and Oracle software have upgrades. This will allow us to test one change at a time.

3.6 DATABASE CLONING

Upon request from the end-users, the TEST instance can be re-cloned from the PROD instance. This may be necessary to in order to refresh the information after a large upgrade (i.e. registration). A cloning request will not be considered for the weekend where upgrades are scheduled per 3.2 and 3.3 above. This request may be by phone or e-mail but may not be by voice-mail. The request must be received by 3 business days from the requested time.

3.7 USERS, ROLES, AND CLASSES

New users will be created with an id consisting of the first initial and last name. If the last name is quite lengthy or the normal id is already taken, the id can consist of the first name and the last initial. If both

names are quite lengthy (the length of the id should be no more than 10 characters) or at the request of the user, the id can be set to some other sequence. The initial password is set to match the id. The default tablespace is user01 and the temporary tablespace is temp01. When the user is created, the id will be given unlimited quota on the user01 tablespace. Also the time of creation the userid will be given the following roles: BAN_DEFAULT_CONNECT, BAN_DEFAULT_Q, BAN_DEFAULT_M. All granting of roles will be via the addrole script. The format of this script is ADDROLE <USERID> <GRANTED_ROLE>. All requests for new userids, or new access requirements will be sent via e-mail or remedy at least 3 business days before it is needed. If the request is for new access requirements and does not specify the necessary role(s), then the DBA in consultation with the Application Programming Manager will add the rights to a specific role. No rights will be granted directly to a user, all rights will be granted via roles. All requests for inclusion into Banner classes will also be received by the DBA via e-mail or remedy. Users will be added to Banner classes via the GSASECR form. As with Oracle roles, no direct object access will be granted; all object access will be granted via Banner classes.

3.8 Responsibilities

Database administrators have the following responsibilities for the databases they maintain:

- Protecting and securing the data of personal, financial, and other confidential information stored within the database.
- Executing and maintaining all software licensing agreements related to the database.
- Following and applying appropriate practices for security and disaster recovery for the database.
- Follow policies and procedures that are provided for the database administrator. Daily functions should be written and documented.
- System downtime should be discussed with the necessary personnel before posting campus wide.
- Cooperating with other db administrators, whether within or without the University, to find and correct problems caused by the database under their control.