COLLEAGUE PATCH APPROVAL PROCESS

Related Board of Trustees Policy: N/A
Approval:
Revision: 05/22/17
NC Statewide Technology Standards: 040201, 040202, 040203

Purpose: Define the process for management approval of Colleague patches

Approval Team

The approval team required to approve the installation of Colleague patches including the following:

Executive Director of Financial Services

Registrar

Executive Director of Academic Support

Manager – Workforce Development Admin & Operations

Executive Director of Human Resources

Dean of Enrollment Management

Director of Financial Aid

Approval Process

The NCCCS system office normally releases patches every Thursday afternoon. All colleges receive an email with the patch numbers and further information. Once these patches have been downloaded and installed into the test account, this email will be sent from an account named "patch" to the above individuals. They will be instructed to test these patches and send an email reply stated "Approved" or "Not Approved" with an explanation of identified problems. On the following Thursday morning, the patch email account will be checked to ensure that all individuals have responded with their approval.   Any that are missing will be contacted. If all have approved, the entire patch group will be installed in production that Thursday night (one week from the system office release). If someone does not approve or does not respond, no patches will be installed and will be delayed an additional week.

Priority one patches will be handled differently. These patches have been identified by the system office as critical. Priority one patches will be installed in the test account and if the install is successful, will be installed in production as soon as possible.