BANNER MANAGED SERVICES

MONTHLY UPDATE: JULY 2023
AGENDA

- Welcome
- Releases
- Database Maintenance Schedule
- GeorgiaBEST Updates
- Where to Get Information
- How Do I Get Help?
- Questions / Open Discussion
Please mute your microphone.

Please ask questions in the chat window at any time throughout the presentation. We will address them at the end of the session.

This presentation and slides will be posted on the GeorgiaBEST website.
RELEASES
Released by GeorgiaBEST June 9

Installation Schedule:
- Pre-Production: June 13 – 14
- Testing: June 16 – July 21
- Production: July 20 – 21

Installation will include:
- 13 Banner baseline upgrades and patches
- Georgia Enhancements 9.25
- Modifications to WebTailor 8.10.1
JUNE 2023 – Q2 RELEASE

- Details for each release item are available on the Banner Release Summaries Page
- Ellucian items include direct links to the specific Ellucian Release Pages (Log In Required)
- Georgia Enhancements Release Pages can be accessed here
JUNE 2023 RELEASE – QUARTERLY TESTING

- Open through July 20
- All reported issues will be reviewed by a GeorgiaBEST Analyst
- Please test all local modifications
AUGUST 2023 – Q3 RELEASE

- For Release by GeorgiaBEST August 4

- Release will include:
  - Banner baseline upgrades and patches released by Ellucian 6/28, 7/6, 7/12 (anticipated), 7/20 (anticipated)
  - Georgia Enhancements 9.26
  - Modifications to WebTailor
  - Modifications for HOPE Enhanced Disbursement
AUGUST 2023 – Q3 RELEASE

- 2 Installations:
  1. Installation of Regulatory Items for FISAP
  2. Installation of Georgia Enhancements and remaining Ellucian Items

- Proposed Installation Schedule:

<table>
<thead>
<tr>
<th>Event</th>
<th>Install Items</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Production Installation</td>
<td>Georgia Enhancements and All Ellucian Releases</td>
<td>August 8 – 9</td>
</tr>
<tr>
<td>Production Installation</td>
<td>Regulatory Items Only</td>
<td>TBD</td>
</tr>
<tr>
<td>Testing</td>
<td>All Items</td>
<td>August 10 – September 22</td>
</tr>
<tr>
<td>Production Installation</td>
<td>Georgia Enhancements and Remaining Ellucian Releases</td>
<td>September 21 – 22</td>
</tr>
</tbody>
</table>
DATABASE MAINTENANCE SCHEDULE
### Note:
Critical releases that fall outside of the quarterly release cycle will require an expedited installation schedule. ITS will communicate these schedules to institutions as they occur.

**DATABASE MAINTENANCE SCHEDULE**

<table>
<thead>
<tr>
<th>Maintenance</th>
<th>Pre-Production</th>
<th>Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2 2023 Release</td>
<td>June 13 – 14</td>
<td>July 20 – 21</td>
</tr>
<tr>
<td>Linux OS Patching <em>quarterly</em></td>
<td>August 7</td>
<td>August 11</td>
</tr>
<tr>
<td>Oracle Patching <em>quarterly</em></td>
<td>August 1</td>
<td>August 18</td>
</tr>
<tr>
<td>Q3 2023 Release</td>
<td>August 8 – 9</td>
<td>September 21 – 22</td>
</tr>
</tbody>
</table>
GEORGIABEST UPDATES
Thank you to those who have already provided Processing Dates for Fall 2023 and beyond!

ITS will reach out to campus whose information is still needed.

Campus officials can submit updates to processing dates at any time.

**Note:** The information collected about campus processing dates is used by GeorgiaBEST to help inform scheduling in an effort to minimize business disruptions.
SERVICES AND INTEGRATIONS PORTFOLIO

- Updates and enhancements are in progress
- ITS will be reaching out to confirm the information previously submitted and record any changes

GeorgiaBEST Services Portfolio Survey

In order to more accurately assess which third-party services are currently in use within the USG, GeorgiaBest has created a simple online worksheet to collect campus-specific information.

This worksheet surveys a variety of integrations in use, such as parking solutions, customer relationship products, space scheduling, and more. Please check all services currently in use at your institution and specify whether they are hosted locally or at ITS. The "Notes" column can be used to provide any additional information associated with a particular solution.
MOVEIT ACCOUNT CREATION

- Access MoveIt with your campus SSO credentials
- On login, you should see the SSO picker page
- No longer need to submit requests for new accounts
- Continue to submit requests for folder access
More information about MOVEit SSO Login is provided on the USG Status Page.
SERVICE REQUESTS – CONTINUOUS IMPROVEMENT

- Internal approval process has been removed for quicker processing times
- Requests can be submitted as a Helpdesk ticket or through the Service Request Dashboard
SERVICE REQUESTS – UPDATES

- The following category will be decommissioned:
  - Request Project Environment

- The following categories will be updated:
  - Banner Account Deletion (Database)
    - Renamed to Remove Banner User Account (Database)
    - This selection should be used for account removals only. It cannot be used for data deletion.
  - MoveIt Account Creation / Modification
    - Renamed to MoveIt Account Permissions

- More improvements coming to better streamline requests
COMING SOON

- Institutional Dashboards
  - Available Q3 2023
  - Centralized location for information specific to your school plus GeorgiaBEST and Ellucian resources

- InteractUSG
  - September 13 – 15
  - Multiple GeorgiaBEST presentations including Birds of a Feather sessions

- Release Validation
The GeorgiaBEST Website contains helpful resources for Banner, Degree Works, Axiom and more.

- SSB Train The Trainer Webinars
- Informational Handouts
- Self-Service Checklists
- Release Documentation
- Training Slides and Videos
- Functional User Documentation

Use your campus SSO credentials for login
- **Banner Managed Services Listserv: USGMANSERPROD**
  - Source for all announcements related to Banner Managed Services
  - All campus staff responsible for maintaining your Banner environment should subscribe
  - To subscribe, submit a ticket to helpdesk@usg.edu
The GeorgiaBEST team is here to help. Create an ITS Helpdesk ticket assigned to ITS GeorgiaBEST for assistance.

If Ellucian expertise is required, GeorgiaBEST will open an Ellucian Customer Center case on your behalf and assist with finding solutions.

Contact ITS Helpdesk by submitting a self-service ticket on their website, sending and email to Helpdesk@usg.edu or by calling 706-583-2001 or 1-888-875-3696 (toll-free within Georgia).
QUESTIONS?
THANK YOU