

# Upgrade Methodology

A recent survey found that a massive 40% of IT decision makers in organisations running Oracle said that one of the most significant challenges they face in their working lives is dealing with upgrades and patching. Don't you owe it to your business to find a better way?

## Business Focus

Upgrading to latest versions ensures you get maximum performance, resilience, functionality and support for your business. Our proven methodology, combined with our Oracle experience, accreditation and qualifications, make certain that upgrade projects are delivered on time and to budget. That way, you see minimum disruption to your business, but gain maximum return.

## Teamsolve Staff

With years of combined Oracle experience and the highest Oracle accreditations and qualifications across both Technology and Applications, our people have experienced almost every combination of environment possible. We know how important your systems are to your business, that's why we make sure they are in professional, qualified and experienced hands.

### Planning & Preparation

Every environment is different – we use this phase to identify potential issues, and to form a baseline of your environment from which to work. Planning and preparation is the key to every successful project.

During this stage we create a mirror of your production environment. Your production environment is ring-fenced and change control is halted on the environment. This mitigates the risk of incurring unknown or unplanned changes in the live environment.

### Test Upgrade 1

A step-by-step technical plan is created during this phase, detailing generic and client specific tasks required to ensure the plan can be successfully rerun. Additionally, any undocumented bugs and recovery strategies will be documented. At the end of this phase, technical and functional sign off is required.

### Test Upgrade 2

The test environment is returned back to its baseline and the step-by-step implementation plan is then repeated. The main focus of this is to determine detailed timing of each step. This enables Teamsolve to plan the most appropriate and efficient time for the upgrade to be completed. This is usually dependent on each environment and the clients' available resources. Again, at the end of this phase, technical and functional sign off is required.

### Risk Management Plan

Prior to the live upgrade a Risk Management plan is produced. This documents resources, cut off time, back up and recovery procedures, system administrators, other key resources, management and escalation procedures. This ensures that, should the need arise, the right people are available to make the right decisions at the right time to allow the live upgrade to proceed.

### Live Upgrade

The upgrade is performed on the live environment and the process is complete. Testing is once again performed and sign-off is required.

Tel 0870 11 22 000 [info@teamsolve.co.uk](mailto:info@teamsolve.co.uk)

**ORACLE** CERTIFIED ADVANTAGE PARTNER

  
**teamsolve**

MAKING ORACLE WORK FOR YOU

[www.teamsolve.co.uk](http://www.teamsolve.co.uk)

# Upgrade Methodology

## About Teamsolve

Teamsolve are an Oracle Certified Advantage Partner, delivering Oracle based solutions for organisations in all market sectors. Our expertise spans the entire Oracle product set across applications, middleware and technology. Our services are tailored to individual clients and include business solutions, consultancy, support, development, licenses, hosting and training.

## Get in touch, Find out more, Move things forward...

For further information about our range of Solutions and Services, or any other Teamsolve offering please contact our sales team:

Tel 0870 11 22 000 [info@teamsolve.co.uk](mailto:info@teamsolve.co.uk)

 **CERTIFIED ADVANTAGE  
PARTNER**

  
teamsolve