

[This replaces Standard Operating Procedure – DCPDS 00-3, dated June 8, 2001]

Subject: Standard Operating Procedure – Modern Defense Civilian Personnel System (DCPDS) Patch Release and Approval

1. **Background:** The contract for the operation, maintenance and sustainment of the modern DCPDS requires the contractor to provide periodic software patches, updates, new releases, and other changes to the modern DCPDS software. These patches fall into five major categories: Weekly Table Updates, Bi-weekly Patches, Quarterly Patches, Federal Patches and Database Releases, and Emergency Patches. These patches are generated via Change Request Transmittals (CRT), System Change Requests (SCR), routine table changes, Oracle Federal HR software patches, and Problem Report (PR) repairs.

2. **Purpose:** The purpose of this standard operating procedure (SOP) is to establish a process for dissemination of modern DCPDS software patches and updates. This SOP covers documentation, testing, approval, and distribution of patches, and applies to the contractor team, CPMS, and the Components. The CPMS Regionalization and Systems Modernization Division (Reg/Mod) is the proponent for this procedure.

3. Patch Release and Approval Process:

a. **Procedures for Weekly Updates** – Weekly updates routinely include pay tables and changes to list of values (LOV) tables, e.g., bargaining unit status codes, unit identification codes, and program element codes. Such changes are generally documented through CRTs. These loads normally do not involve client loads or significant down time for end users. Weekly loads will be applied on Fridays at 6:00 PM CST.

1. The contractor will provide documentation to CPMS outlining the items in the load no later than noon on the Monday preceding the weekend load, and will also ensure that the load is available for testing on CIVSQT. CPMS will provide the documentation to Components via e-mail no later than Tuesday morning of the same week for review and testing. The e-mail will be sent to Component project managers, appropriate personnel at modern DCPDS operational sites, and directly to Component testers. Components will notify CPMS of any problems with load content no later than COB the following Thursday. If no responses are received by that time, CPMS will approve the load for field application. By close of business Thursday, CPMS will notify the contractor to proceed with the load. At a minimum, Components will be provided a 24-hour review period.

2. If CPMS or the Components identify problems with the table updates, the contractor will be notified as soon as possible via e-mail (Components will notify CPMS); the contractor will then make changes as needed and proceed with the load. If a change or problem is discovered too late to be included in the weekly load or if it requires

additional time to fix, the change will be held for the next weekly load unless an emergency patch is required.

3. Because pay tables are received from outside sources, the timing of their arrival cannot always be predicted. This may result in situations in which pay tables must be loaded immediately in order to meet legal pay requirements. These situations will be handled individually depending on the scope of the problem. At a minimum, CPMS will review and validate the pay tables. If time allows, Components will also be given the opportunity to review.

4. The contractor will notify CPMS and the Components when the patch has been successfully installed.

b. Procedures for Bi-weekly Patches – Bi-weekly patches normally include PR fixes and CRTs which are not table updates. The bi-weekly patch will be in addition to the weekly table updates. Bi-weekly patches will be applied during a patch window running from 5:00 PM CST on Saturday through 5:00 PM CST Sunday.

1. The contractor will provide CPMS with preliminary “Read Me” documentation for bi-weekly patches on the first Monday of the two-week period prior to the patch and also ensure the patch is available for testing on SQT. The “Read Me” documentation will clearly outline all items in the patch, including applicable problem reports, CRTs, and other changes. The documentation will also identify any anticipated downtime to load the patch and its related components, e.g., database patch only, database and client side patch. CPMS will review this preliminary document and provide a copy to all Components no later than Tuesday for review and testing. The documentation will be transmitted via e-mail to Component project managers, testers, and appropriate personnel at operational sites. During the two-week testing period, the contractor will provide a revised “Read Me” document to CPMS, if necessary. This document will also be provided to the Components by CPMS. The contractor will provide client loads via e-mail or web-based downloads.

2. Components will notify CPMS of any problems with patch content as they identify them, but not later than noon on the last Thursday before the weekend patch load. Components will notify CPMS through email of problems identified with CRTs and CPMS will pass this information on to the contractor expeditiously. Problem fixes which do not pass the testing process will be documented in the original problem report either in Remedy or Test Director. Components will also notify CPMS via e-mail so the problem can be referred to the contractor as quickly as possible. It is expected that problems will be fixed during the test period and remain in the patch. By close of business on the last Thursday prior to the weekend patch, CPMS will notify the contractor to proceed with the patch or consult with the contractor on those items that did not pass testing and must be pulled from the patch.

c. Procedures for Quarterly Patches – At the end of each calendar year quarter (the actual date will usually coincide with the end of a pay period), the contractor will issue a quarterly patch, which may include PR repairs, CRTs, and table changes.

1. The contractor will provide CPMS with preliminary “Read Me” documentation for quarterly patches no later than 30 days prior to the date of the patch. The “Read Me” documentation will clearly outline all items in the patch, including applicable problem reports, CRTs, SCRs and other changes. The documentation will also identify any anticipated downtime to load the patch and its related components, e.g., database patch only, database and client side patch. CPMS will review this preliminary document and provide a copy to all Components within three workdays of receipt. The documentation will be transmitted via e-mail to Component project managers, testers, and appropriate personnel at operational sites. During the week prior to testing, the contractor will provide a revised “Read Me” document to CPMS, if necessary. This document will also be provided to the Components by CPMS.

2. The contractor will ensure patch items are available for testing on CIVSQT no later than two weeks prior to the patch release date. Components and CPMS will test items during this two-week period. More time will be provided for testing, when necessary. Problems will be reported through CPMS to the contractor as they are discovered. The contractor will address reported problems and attempt to include the changes or repairs in the same quarterly patch. Components and CPMS will work actions expeditiously to avoid testing delays. CPMS will approve the patch prior to its implementation. Quarterly patches will be loaded on weekends during the patch window of 5:00 PM CST on Saturday through 5:00 PM CST on Sunday. The contractor will provide client loads via e-mail or web-based downloads in sufficient time for the patch to proceed in a timely manner. Components are responsible for completing the client load on Component testing boxes in time to accommodate the normal two-week test period.

3. The contractor will notify CPMS and the Components when a patch has been successfully installed.

d. Procedures for Federal Patches and Database Releases – As necessary, the contractor will implement Oracle Applications (Federal HR and OTA) patches as well as new database releases issued by Oracle.

1. The contractor will provide preliminary “Read Me” documentation for Oracle Applications patches and database releases to CPMS within two days of receipt of documentation from the Oracle Development Team. The documentation will clearly outline all items in the patch, and will include any anticipated downtime to load the patch. For database releases, the documentation will provide instructions for loading the new release, as well as any relevant information regarding the new release. CPMS will review this preliminary document and provide a copy to Component project managers, testers, and appropriate personnel at operational sites via e-mail within three workdays of receipt.

2. LMSI will ensure that patch items are available for testing on CIVSQT no later than two weeks prior to the patch release date. (Oracle database releases will not require Component functional testing.) Components and CPMS will test items during this two-week period. More time will be provided for testing if CPMS determines the additional time will not interfere with the patch schedule. Problems will be reported through CPMS to the contractor as they are discovered during the testing process. The contractor will attempt to effect repairs and include the repairs in the same patch, when possible. Components and CPMS will work actions expeditiously to avoid testing delays. CPMS will approve the patch prior to implementation. Patches and database releases will be applied on weekends during the patch window of 5:00 PM CST on Saturday through 5:00 PM CST on Sunday. The contractor will provide client loads via email or web-based downloads in time for the patch to proceed in a timely manner.

3. The contractor will notify CPMS and the Components when a patch or database release has been successfully installed.

e. Procedures for Emergency Patches – Emergency patches will be implemented by the contractor to address severity level 1 and 2 problem reports and to implement other critical repairs. Severity level 1 problems are those that render the computer software unit non-operational and have a target recovery of 48 hours. Severity level 2 problems are those that adversely affect mission accomplishment with no known workaround and have a target recovery of 5 working days. Critical repairs include statutory and regulatory revisions requiring immediate implementation and other short suspense system changes or repairs. After the contractor completes the repair, CPMS will be notified that the patch can be tested. CPMS will be given at least 2 hours notice prior to the patch being applied. No Component testing will be required for emergency patches. The contractor will notify CPMS when the patch has been successfully installed. CPMS will notify the Components when emergency patches are installed.

4. **Patch Timeframes:** The attached matrix displays the timeframes for these patch release procedures.

t/s//Charles A. Rogers
Acting Director, CPMS

February 13, 2002
Date

PATCH PROCEDURES TIMELINE MATRIX

TYPE	Changes Covered	Frequency	Documentation due to CPMS from Contractor	Documentation due to the Components from CPMS	Test Period	Patch Time
Weekly Patch	Pay tables, CRTs for LOV and other table changes	Weekly	Noon Monday	Tuesday AM*	Completed by noon Thursday (approx. 2 days)	Friday, 6:00 PM CST
Bi-weekly Patch	PR fixes, CRTs for non-table changes	Bi-weekly	Noon Monday, first week	Tuesday AM, first week	Completed by noon Thursday, second week	5:00 PM CST Saturday through 5:00 PM CST Sunday, second week
Quarterly Patch	CRTs, SCRs, PR fixes	Quarterly (calendar year)	30 days prior to release date	Within 3 days of CPMS receipt	At least 2 weeks	5:00 PM CST Saturday through 5:00 PM CST Sunday
Federal Patch and Database Upgrades	Oracle Applications patches, database releases	As needed	30 days prior to release date	Within 3 days of CPMS receipt	At least 2 weeks	5:00 PM CST Saturday through 5:00 PM CST Sunday
Emergency Patches	Severity levels 1 & 2 PR repairs, and critical repairs or changes	As needed	As needed	As needed	CPMS testing/Component if possible	5:00 PM CST Saturday through 5:00 PM CST Sunday

*At a minimum, Components will be provided a 24-hour review period.