

# HR21 Webinar Enterprise Patches

Decorative graphic consisting of several concentric blue circles of varying sizes and opacities, resembling ripples in water, located in the bottom right quadrant of the slide.

# Agenda

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- *Introduction*
- *Business reasons for applying Patches*
- *Familiarize your team with the available Enterprise updates*
- *What do the patches contain?*
- *Patch Application Phases*
- *Approaches to the Patch Application Process*
- *Options available to you*
- *Why HR21?*
- *Q&A*

# Introduction

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- **HR21 Relationship Team**
- **HR21 Technical Lead**
- **Partner Relationship with ADP**
- **Upgrade/Patch Application Experiences**

# ***Business reasons for applying Patches***

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- **Staying current with the latest Technology**
- **Staying current with the latest Operational Enhancements**
- **Staying current with the latest compliance, regulatory and process enhancements**
- **Staying within vendor application support guidelines**

# ***Familiarize your team with the available Enterprise updates***

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- Available patches are listed on ADP website (often arranged in response to IR)
- Documented by HR, PR, Tools category
- Reasons to apply (which are numerous) are spelled out for each patch
- Develop a process to review the documents and understand their content
- Build a business case to fund the application effort
- Plan to apply patches in an organized approach

# ***What do the patches contain?***

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- **NOT JUST FIXES!!**
- **Some are compliance based- e.g., SSN Masking**
- **Some are to stay current with technology- e.g., SUN Java levels**
- **Enhancements to HR, Benefits, Payroll functionality beneficial to your business:**
  - **New Hire Reporting**
  - **Position Management**
  - **EEO Reporting, etc.**

# Patch Application Phases

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- *Preparation Phase*
- *Technical Upgrade Phase*
- *Test Move - UAT Phase*
- *User Testing Phase*
- *Test Move - Parallel Phase*
- *Move to Production Phase*

# Patch Application Phases

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## ***Preparation Phase:***

Download patches, review procedure, create & test a patch environment for the patch process.

## ***Technical Upgrade Phase:***

- Apply / replace Enterprise files, create and populate DEMOI db, test new Enterprise environment
- Apply Enterprise patches to a copy of PROD db.
- Preliminary testing and patch related security changes.
- Mock test move.

## ***Test Move - UAT Phase:***

Test move patches to a new copy of database.

# Patch Application Phases

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## ***User Testing Phase:***

- Make patch related security changes.
- User acceptance testing and sign off

## ***Test Move - Parallel Phase:***


- Test move patches to a new copy of database.
- Support parallel testing.

## ***Move to Production Phase:***

- Move patches to production.
  - Client Workstation setup.
  - Post go live support.
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# *Approaches to the Patch Application Process*

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- **Best not tried alone or without experienced resourcing**
  - **Seek level of outside expertise depending on your internal support and skills inventory considering the following options:**
    - **Consultative**
    - **Mentoring/Knowledge Transfer**
    - **Advisory**
    - **Full Service**
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# *Options available to you*

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- Look at **available** internal resources
- Evaluate skills and **experience** in patch applications
- Look at available timelines and schedules
- Look at other internal **compelling events** that might hinder schedules
- Look at **budgets**

# Why HR21

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- Knowledgeable about ADP, the process, Enterprise, and its environments
- Focused only on the task at hand
- Repeatable track record, expected results
- We Follow a Standard Plan, Proven methodology
- We use a proven project management process anticipating next steps
- We lessen the risk and improve the success factor
- We transfer knowledge for the next time

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