

CIVICA

Transforming the way you work



Abritas Client Site Locking Guidelines

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System Locking / Change Freeze

- When we make changes to your system we need to ensure that you're not also making changes so your live system is 'locked' This prevents any configuration changes being made to your live system either via the system maintenance screens or support team. This happens as soon after configuration signoff as possible. This does not impact the use of the system on a day to day basis.
- Some changes to reports, letter templates, website content including surveys & EHO can be made but will need to be made again by you in your new system - your project manager will be able to confirm this depending on the nature of the project ongoing. Any small changes to the system should be completed prior to the site being. Your site will be locked until the end of the project.
- In some situations it may be possible to make changes to a locked system. Changes made in these circumstances may have an impact on project timescales and cost. Your Abritas Project manager will be able to give you more information.
- Your Abritas project manager will inform you in advance of when these guidelines apply, giving you chance to make any necessary changes prior to the system being locked.

In Preparation for Site Locking

- If you know of any small configuration changes (e.g. Teams, Lookups, Roles) that you require then you will need to get these implemented before the site is locked. Please raise these with your Abritas Project Manager or the Support Team at your earliest opportunity.

UAT Stage

- Your live system will remain locked during this phase, however you may make changes to the following areas of the system within the test site and these can be included in your new system (upon request) when it is released:
 - New style reports (Report Builder)
 - Letter templates (new letter templates created in your Live site will be maintained in your upgrade)
 - NovaWeb property shop content including surveys and EHO content
- During the UAT Phase any existing test site will be replaced with the UAT site. Please ensure no staff training is scheduled during this time.
- If the project is a managed project then when your new system is released any website content will be replaced with the UAT version. If the project is being carried out via the Small Works order team then website content will not be taken up to the Live System unless specifically requested
- Your UAT system will be unavailable after you have signed it off. It will be made available again after go-live

Go-live

- Your live system will remain locked until the system delivery stage has been completed, your project manager will confirm the dates for you. Dependent on the scope of the changes being made to your system, your live system might be unlocked immediately or within a few days
- Should you require any content changes before go live (for example a message about the planned downtime) please make these changes directly in live.
- A system delivery date will have been agreed. On this date, Abritas will temporarily bring down your live system and apply the upgrade. During this time a holding page will be displayed whenever someone visits your system.
- The amount of downtime required depends on the type of upgrade being performed - see below for typical times:
 - For managed projects up to 1 day should be allowed for
 - For Small work orders up to 2 hours should be allowed for