





Standard Operating Procedure: OpenSpecimen Software Upgrade

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Department/System:	Digital Solutions – Data Management /OpenSpecimen

DOCUMENT HISTORY

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1	New Document	February 16, 2021

APPROVALS

Approver Name	Approver Signature	Date
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1. PURPOSE

- 1.1. To define the procedure used for upgrading the UBC Faculty of Medicine (FoM) OpenSpecimen application.

2. SCOPE



- 2.1. This procedure applies to the FoM Research Data Management (DM) Team and the Digital Solutions (DS) Team responsible for the upgrade of FoM Research OpenSpecimen software.
- 2.2. The FoM Research OpenSpecimen instance uses the Enterprise Edition (EE) release, which is a major release supported with new features, patches, and improvements, on every 2 to 4 months, a new version will be released by the vendor.
- 2.3. The FoM Research DM team performs OpenSpecimen software upgrades by applying patches as necessary.

3. RESPONSIBILITIES

- 3.1. FoM Research DM Team is responsible for overseeing the upgrade of the FoM Research OpenSpecimen application.
- 3.2. FoM Research DM Team is responsible for notifying active users through communication channels (email).
- 3.3. FoM Research DM Team are responsible to submit for CAB (Change Approval Board) approval in serviceNow for major releases (includes new features).

4. RELATED SOPS/DOCUMENTS

- 4.1. UBC IT Change Management Process

5. DEFINITIONS

- 5.1. **Research/Project Team:** Research/project assistants, nurses, data entry and other personnel involved with and granted access to the OpenSpecimen project. The Team members report to the QI/Project Lead but are generally directly supervised by the PA.
- 5.2. **FoM Research Data Management (DM) Team:** Team Lead, Scientific Analyst and other FoM DM individuals responsible for managing projects in OpenSpecimen and assisting Research/Project Teams in conducting research studies or projects.
- 5.3. **Digital Solutions (DS) Systems Team:** Team responsible for the configuration, operation and maintenance of the FoM servers and underlying platforms.
- 5.4. **OpenSpecimen Enterprise Edition (EE):** which is a major release supported with new features, patches, and improvements, on every 3 to 4 months
- 5.5. **Digital Solutions Change Approval Board (CAB):** A fixed group of managers to oversee and approve/deny changes on the software application.

6. PROCEDURE



- 6.1. FoM Research DM Team discuss with Associate Director, Research & Digital Technologies the upgrade plan whenever there is a new change in the OpenSpecimen Enterprise Edition (EE) or Security patch updates from the vendor.
 - 6.1.1. Development/Test Instance is used for initial testing of patches, software updates and other changes to the system. FoM Scientific Analyst completes the upgrade the development machine to check the functionality of the application.
 - 6.1.2. FoM Research DM Team along with DS Systems Team decides on date and time for the scheduled maintenance of the FoM Research OpenSpecimen application
 - 6.1.3. For Security patch updates, FoM Scientific Analyst submits a change log in ServiceNow, which is auto-approved.

Note: Major security patches applied with in 72 hours.
Medium/Minor security patches applied with in 30 days.
 - 6.1.4. Major EE upgrades occur 3 to 4 months after a new EE Branch is released by the Vendor, to allow time for platform validation.
 - 6.1.4.1. FoM Scientific Analyst submits a change request (Type Standard) to UBC IT CAB in Service Now.
- 6.2. The FoM Research DM Team notifies active users through communication channels such as the OpenSpecimen Software Update page on the UBC MedNET Data Management space.
- 6.3. The FoM Research DM Team performs the upgrade action with DS Systems Team/UBC IT Database Administration on scheduled maintenance day. During the upgrade, the system is taken offline and a message with upgrade information is provided to users during this time-frame. The software is upgraded following OpenSpecimen Upgrade Guidelines.
- 6.4. Configuration and Core Functionality are tested after the upgrade to confirm that various functions of OpenSpecimen are working as expected (*See FoM Research OpenSpecimen Core Features Checklist*).
- 6.5. After the successful completion of the upgrade of the FoM Research OpenSpecimen, the FoM Research DM Team notifies all necessary team members and documents all results internally on the Data Management OpenSpecimen space.
- 6.6. After successful completion of the upgrade, the system is made available to users.

7. REFERENCES

- 7.1. UBC IT Change Management Procedure
<https://shareit.it.ubc.ca/itservicemanagement/change-management/Pages/default.aspx>
- 7.2. OpenSpecimen Release Notes



<https://openspecimen.atlassian.net/wiki/spaces/CAT/pages/7700531/Release+Notes>

7.3. UBC Cybersecurity guidelines

<https://cc.cybersecurity.ubc.ca/tech-ref/cybersecurity-services/wavs/web-application-vulnerability-management-guidelines/>