



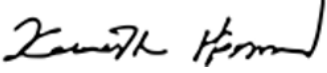

Standard Operating Procedure: OpenSpecimen Software Upgrade

SOP Number:	215
Version Number:	2.0
Approved Date:	June 19, 2024
Department/System:	Digital Solutions – Data Management /OpenSpecimen

DOCUMENT HISTORY

Version Number:	Summary of Changes Made:	Effective Date
1	New Document	February 16, 2021
2	<ul style="list-style-type: none"> • Minor updates to procedural wording • Branding • Updates to definitions 	June 19, 2024

APPROVALS

Approver Name	Approver Signature	Date
Kenny Hammond Manager, Research Data Services UBC Faculty of Medicine		June 3, 2024
Anastasia Dropol Team Lead, Data Management UBC Faculty of Medicine		June 3, 2024

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 Data Management (DM) Team and the Digital Solutions (DS) Systems Team responsible for the upgrade of FoM OpenSpecimen software.
- 2.2. The FoM OpenSpecimen instance uses the Enterprise Edition (EE) release, which is a major release supported with new features, patches, and improvements. Approximately every six (6) months, a new version will be released by the vendor.
- 2.3. The FoM DM team performs OpenSpecimen software upgrades by applying patches as necessary.

3. RESPONSIBILITIES

- 3.1. FoM DM Team is responsible for overseeing the upgrade of the FoM OpenSpecimen application.
- 3.2. FoM DM Team is responsible for notifying active users through communication channels (email).
- 3.3. FoM 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. MDITSYS SOP0023 IT Change Management Plan

5. DEFINITIONS

- 5.1. **Principal Investigator (PI)/Project Lead:** Primary individual in charge of and responsible for the proper conduct of a research project/Collection Protocol and/or sponsor for non-research projects/CPs.
- 5.2. **FoM Data Management (DM) Team:** Manager, Research Data Services, Team Lead, Scientific Analyst and other FoM DM individuals responsible for managing CPs in OpenSpecimen and providing support to Research/Project Teams in conducting their CP.
- 5.3. **FoM OpenSpecimen Development (Dev) Instance:** OpenSpecimen installation/server used for testing, virtually identical as production or live installation/server.
- 5.4. **FoM OpenSpecimen Production (Prod) Instance:** OpenSpecimen installation/server used for live projects/CPs.
- 5.5. **Digital Solutions (DS) Systems Team:** Team responsible for the configuration, operation and maintenance of the FoM servers and underlying platforms.



- 5.6. **OpenSpecimen Enterprise Edition (EE):** A major release supported with new features, patches, and improvements, approximately every six (6) months.
- 5.7. **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 DM Team discuss with the Manager, Research Data Services, the upgrade plan whenever there is a new release in the OpenSpecimen Enterprise Edition (EE) or security patch updates from the vendor.
 - 6.1.1. OpenSpecimen Development instance is used for initial testing of patches, software updates and other changes to the system. FoM Scientific Analyst completes the upgrade the development instance of OpenSpecimen to check the functionality of the application.
 - 6.1.1.1. Depending on the complexity and necessity of the release or patch, users will be given between 72 hours to one (1) months for testing .
 - 6.1.2. FoM DM Team along with DS Systems Team and UBC Information Technology (IT) Database Administration Services (DBA) Team decides on date and time for the scheduled maintenance of the FoM OpenSpecimen Production instance.
 - 6.1.3. For Security patch updates, FoM Scientific Analyst submits a change log in ServiceNow, which is auto-approved.

Note: Critical/Major security patches are applied with in 72 hours.
Medium/Minor security patches applied with in 30 days as per UBC Cybersecurity.
 - 6.1.4. Major EE upgrades occur approximately one month after a new EE Branch is released by the Vendor.
 - 6.1.4.1. FoM Scientific Analyst submits a change request (Type Log) to UBC IT CAB in Service Now.
- 6.2. The FoM DM Team notifies active users through email 2 weeks prior to the upgrade on the production server.
- 6.3. The FoM 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 for regular users' access. 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



- 6.5. After the successful completion of the upgrade of the FoM OpenSpecimen Production instance, the FoM 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. OpenSpecimen Release Notes:
<https://openspecimen.atlassian.net/wiki/spaces/CAT/pages/7700531/Release+Notes>
- 7.2. UBC Cybersecurity guidelines:
<https://cc.cybersecurity.ubc.ca/tech-ref/cybersecurity-services/wavs/web-application-vulnerability-management-guidelines/>