VIP Professional Services
Upgrade Assurance Service
Customer Name

Upgrade Plan

VIP Upgrade Service TAM: Pete Schiebel

Relationship Manager:

Primary URL:

VIP Dashboard:

Rocketlane/Slack Chat:

Upgrade Date: TBD

Upgrade Time: TBD

Pre-launch Steps

- ☐ Customer confirms the non-production environment has passed internal QA (Optional)
- ☐ VIP provides customer Upgrade Report
- ☐ Determine Upgrade Owner. This person's role includes merging in all required Pull Requests before/after the update (if needed) and updating the software via the VIP Dashboard
- ☐ Customer Determine launch date and time

Launch Day Steps

☐ We will arrive at the pre-scheduled date and time in the Rocketlane chat tool.
☐ Customer will confirm we are ready to begin.
☐ Upgrade Owner will merge in any pre-update Pull Requests (if needed).
☐ Upgrade Owner will initiate the upgrade from the VIP Dashboard.
☐ Upgrade Owner will merge in any post-update Pull Requests (if needed).
☐ Customer begins full Quality Assurance.
☐ Quality Assurance period concludes.

VIP will stay active on the live chat for a short period immediately following the Upgrade while Customer does a quick scan to ensure there are no major complications and no rollback is needed.

Customer can continue to reach VIP via the Chat tool during the remainder of the agreed upon QA period.

Any issues identified after the QA period has expired should be handled via Zendesk, following the normal Support workflow.

Rollback Plan

A rollback should be taken very seriously. Typically, an upgrade should only be rolled back if the site is considered non-functional. If issues are identified as a result of the Upgrade, Customer and VIP will use the Rocketlane Chat tool to determine if the issues can be fixed in an acceptable time frame or if a rollback is required.

If Customer decides we need to roll back, we will need to retrace our upgrade steps in the reverse order. For example:

1.	Revert any Pull Requests made following the VIP Dashboard software upgrade
2.	Revert software to old version in VIP Dashboard
3.	Revert any Pull Requests made prior to the VIP Dashboard software upgrade

As the Upgrade Owner, Upgrade Owner will also be responsible for running the rollback steps.

Should there be a rollback, the next date to upgrade the site will be determined once the old version of the site is restored.