

VIP Professional Services

Upgrade Assurance Service:

Customer Name

QA Summary Report

Upgraded software means your editorial team will have all the latest functionality, your end users will enjoy the best experience on your website, and your digital team can focus on innovation and driving your business growth. We hope this service has allowed you to focus on your key priorities while our experienced staff has managed, validated, and implemented your requested upgrades.

Your peace of mind is paramount to us. Please let us know if there are any questions or concerns related to our experience-driven approach.

Upgrade Scope

Domain	WordPress	PHP	Plugins*
www.customersite.com	✓/ ✗	✓/ ✗	All / Required
www.customersite.com/uk	✓/ ✗	✓/ ✗	All / Required
www.customersite.com/ca	✓/ ✗	✓/ ✗	All / Required

* Only 3rd-party plugins. Custom plugins are not included

Application 1 URL

Focus URLs and Functionality

Highest Priority URLs	Critical Front-end Interactions
Ex: Home page	Ex: Home page slider
Ex: Video post type	Ex: Search results filter toggles
Ex: Search results page	Ex: Contact Us page form
Ex: /category/newsletter/	
Ex: /404/	

WP-Admin customizations or workflows highlighted for testing

1. Ex: Ensure our custom roles are preserved

Additional validation included

Visual validation

Title	Path	Status
Home Page	/	✓
Contact Us	/contact-us/	✓

Functional validation

Title	Note	Status
Images on all pages	N/A	✓
Navigation menu links	N/A	✓
Footer links	N/A	✓

WP-Admin validation

CRUD: Create, Read, Update, Delete functionality

Title	Note	Status
Post	CRUD operations	✓
Page CRUD	CRUD operations	✓
Custom Post Type 1	CRUD operations	✓
Add Blocks		✓
Add Patterns		✓
User roles preserved		✓

PHPCS Compatibility Statistics

	Errors	Warnings	Notices
Before			
After			

[PHPCS \(PHP Code Sniffer\)](#) provides a convenient way to assess plugin and theme compatibility to help surface and address business-critical themes and plugins that may otherwise not work as expected post-upgrade.

Code that triggers a PHPCS error with severity level 6 through 10 might have a very high security risk or might not function as expected on the VIP Platform. PHPCS errors with severity level 5 or warnings with severity level 6 through 10 might expose a site to performance and security problems. These errors **will** be addressed as part of this upgrade service.

Code that triggers a PHPCS warning with severity level 5 might cause issues in certain circumstances, such as high traffic events. Warnings up to severity level 4 should be addressed to maintain a clean code base and prevent unexpected bugs or side effects. These warnings **will not** be addressed as part of this upgrade service. Learn more about PHPCS results in our [VIP Documentation](#).

Updated 3rd-party plugins

Name	Previous Version	Updated Version	Notes

3rd-party plugins with identified vulnerabilities

Name	Current Version	Suggested Version	Notes

The Upgrade Assurance service only includes updates for 3rd-party plugins. For Premium 3rd-party plugins, your team was responsible for providing us activation keys or an updated zip file in order to update these. Any patched 3rd-party plugins should have been identified prior to the update in order to preserve the patch or exclude the plugin from being updated. Custom plugins are not included as part of this service. Details about plugin versions and vulnerabilities can be found within your VIP Dashboard: <https://dashboard.wpvip.com>

Pull requests necessary for the production upgrade

As part of the production site upgrade, the following Pull Requests will need to be merged in prior to or following the WordPress or PHP upgrades

1. <https://github.com/> - PR #1 includes updates for plugins X, Y, and Z that need to get merged in before the other upgrades
2. <https://github.com/> - PR #2 includes code focused on PHPCS incompatibilities within the theme

Plan a target Upgrade date

Once you have indicated you are ready for us to upgrade the production application, we will determine the desired date and time for the upgrade. We are available to support you live during your upgrade as part of the Upgrade Assurance service. VIP-supported upgrade hours are from 10:00 to 23:00 UTC, Monday through Thursday, pending the availability of the VIP team. We do not recommend upgrading on Fridays. Please allow for at least 2-3 days notice when requesting an upgrade time.

You may also choose to upgrade outside of this timeframe, or on your own, by following the steps below. If choosing to manage on your own, we still suggest letting us know when you are upgrading so we are prepared to support in some capacity.

Upgrade steps

No downtime is expected, though there may be a very brief period where the database is in read-only mode during the WordPress or PHP upgrade. For this reason, we suggest scheduling this for a low-traffic period where publishers aren't typically active. Our delivery team is located in India Standard Time, which easily allows for an upgrade to be scheduled and completed before your team's regular workday starts. We expect the upgrade process to last **XX** minutes.

At the scheduled time, our teams will be available in the Project Portal Chat tool for real-time communication. The upgrade will follow the steps below:

1. VIP Dashboard: Create backup of the production application
2. Merge in PR #1
3. Update WordPress / PHP via the VIP Dashboard
4. Merge in PR #2

Note that following the production upgrade, you may also want to upgrade any other non-production environments with these same updates to keep them as accurate testing environments.

Quality Assurance period

Once the upgrades are complete, we will do our own round of QA and strongly encourage you to do so as well. You will have 2 business days to complete your QA, before the upgrade is considered complete. Any issues flagged during this period will be addressed quickly.

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