# Moodle Change Management

## Planned Outages

Periodic maintenance on Moodle is mandatory for the following reasons:

* Security patches
* Hardware upgrades
* Software patches and upgrades
* Plugin installations
* Re-configurations
* Server reboots
* Availability and fail-over testing

These are preventive measures that are essential to provide a stable and secure application.  Maintenance usually lasts an hour.

### Weekly Maintenance Plan

ATS has previously scheduled Moodle outages to occur on Tuesday and Thursday as and when necessary, at 8:00 AM. This has led to complaints from users if they have an exam or assignment submission scheduled for that day.

The new plan defines a single weekly time for Moodle maintenance that will be scheduled from 8:00am until 9:00am every Tuesday. Users will be notified via email in advance of system down time one week prior to the maintenance procedure. A News Item will be placed on the home page of Moodle and the outage will be advertised on ISD news. ATS, LTSS, IS Webteam and Database team will be notified and the date added to their diaries.

Justification  
A single monthly maintenance period will eliminate confusion for users, minimize the number of service disruptions, and enable better planning for staff resource.

## Release Strategy

There has to be a compelling 'business' case for new plugins, upgrades or a change to the code. To ensure that a change has been agreed by the ltss team, requests for changes will only be accepted when requested by the SOM (or someone appointed by them to act as change manager?). When requesting a change the change manager will nominate one of the team to be responsible for testing the change (tester). Once testing has been completed, the tester must complete the UAT form with details of the testing carried out and return the form to the moodle developer. An SCP will then be raised by the moodle developer and the outage date agreed with LTSS. The tester must be available during the outage to test the change on production moodle.

Change requested by ltss

Write scp and advertise outage (liaise with ltss/dcs)

Create release tag and commit code to svn

Upgrade production

Uat sign off by ltss

Testing by ltss

Implement on moodle-test

Testing by ats

Implement on moodle-dev

Assess impact

## Changes that require CAB approval

Changes will be advertised in the forward schedule of change and also checked against the schedule to see if other proposed work may have an impact.

* Upgrades to new versions of Moodle
* Changes to core PHP code, includes bug fixing and security issues
* Major changes to third party plugins (that may affect a large number of users)
* Installation or removal of third party plugins
* Any changes to web and database server platform, server hardware/software and configuration, SLB configuration (examples – taking a machine out of the SLB, moving CRON job, upgrading MySQL etc)
* Major changes to Moodle database tables that alter structure/schema (example – Moodle.org supplied scripts to check and correct database integrity/indexing, field types etc)

## Non-CAB changes

Note that all ‘global’ actions (ie that affect all Moodle users) should be SCP’d for information (for example – deleting a redundant role).

* + General line of business admin / maintenance via Moodle’s own admin system (example – course deletion/addition, role edits etc)
  + General database maintenance and optimisation (for example – SCP 4130)
  + Additions to UCL tools folder – in house reporting tools not part of Moodle
  + Minor changes to third party plugins (after risk/impact assessment by service owner and tech lead – these to be sent to CAB if it’s a significant interface change or affects a significant number of users)