

SilverLake System® Quarterly PTF – Future of Delivery – FAQ

Vision with the SilverLake System® Quarterly PTF

Within the next several years, JHA is collectively working towards an automated and efficient process for delivering software to SilverLake System® customers outside of a yearly schedule within JHA IBM i based products. We have refined this process into five phases that will start in Q2 2020 with Phase 1 and complete with Phase 5 once Phase 4 is successfully implemented with an acceptable customer experience.

Five Phase Quarterly PTF Strategy

- Phase 1
 - Defect Fixes and Regulatory Items to a select group of customers
- Phase 2
 - Defect Fixes and Regulatory Items to all customers
- Phase 3
 - Defect Fixes, Regulatory Items, and select Enhancements to all customers
- Phase 4
 - Defect Fixes, Regulatory Items, and all Enhancements to all customers
- Phase 5
 - Eliminate the SilverLake System® Annual Upgrade

SilverLake System® Release 2020 Strategy

For SilverLake System® Release 2020, we have identified a group of customers that will partner with JHA to implement Phase 1 of the Quarterly PTF. This will commence in Q2 2020 and will continue until both JHA and the group of customers are agreeable with the successful implementation and experience of the continued delivery of the Quarterly PTF. Phase 1 will include a persistent Review Environment for the customer to thoroughly test the PTF, including custom conflicts, prior to implementing the Quarterly PTF into their production environment.

SilverLake System® Quarterly PTF – FAQ

Will all SilverLake System® customers receive the Quarterly PTF at once?

Phase 1 will be delivered to a select group of customers. Phase 2 will be disseminated to all customers.

What is the process if a fix is required outside of the Quarterly PTF?

Use the current process to request a SilverLake System® fix.

Will the SilverLake System® annual upgrade go away?

Not during Phases 1–4, but Phase 5 will eliminate the annual upgrade. There is no timeline for the elimination of the Annual Upgrade in Phase 5.

Will TURNOVER® be used for the implementation of the Quarterly PTF?

The size of the Quarterly PTF will not be supported with TURNOVER®. There will be reports provided that will satisfy auditors for the implementation of the Quarterly PTF.

Will a persistent Review Environment be available for testing the Quarterly PTF?

Yes. A persistent Review Environment will be available to test the Quarterly PTF.

Are we required to accept the Quarterly PTF?

Yes. We would like for all customers to allow the installation of the Quarterly PTF. This will allow JHA to proactively provide defects and Regulatory items to be applied frequently and prevent future defect occurrences.

Will our custom be worked into the Quarterly PTF?

Yes. Each Quarterly PTF will go through a process to identify custom conflicts. Those conflicts will be worked into the Quarterly PTF prior to implementation with the opportunity to be tested prior to implementing into the production environment.

Will there be downtime during the install of the Quarterly PTF?

Yes. The install of the Quarterly PTF can require system downtime, and those systems that will be required to be taken down will be documented so that each customer will know exactly the system downtime requirements prior to installing the Quarterly PTF.

Will custom conflict rework be billable for the Quarterly PTF?

TBD

How will we keep the review environment data fresh?

We are currently working on a utility to refresh your review environment data. This will be available with the first PTF delivery.

Will the persistent review environment be delivered with the 20/20 upgrade or after?

Yes. When you build your review environment for the 2020 annual upgrade, this will be your persistent review.

Will we still be getting our annual upgrade plus the quarterly update?

Yes. The quarterly PTF will be delivered after you have done your annual upgrade.

What will the documentation look like for the PTF updates?

Similar to release notes, the worksheet will have a list of everything that is included. For regulatory items, we will point you to the *For Clients* site.

Would documentation just include those fixes that are in the update being applied?

Yes.

With the quarterly PTF, are you looking for us to test the fixes to make sure that they are working correctly?

No. These are fixes that have been through the QA process here at JHA. This is an opportunity for you to test fixes with your data set prior to applying them to production.

Will we load the package when it is available?

If you are an OutLink client, the package will be installed on your review environment for you. Notification will be sent when it is ready for you to begin your testing, at which point you will have two weeks to complete any testing.

When does it become live for OutLink clients?

Communication will be sent to you letting you know when the PTF will be applied to production.

How do we report issues that we find while testing the PTF in the review environment?

Just like you handle issues that you find in your annual upgrade review environment. You can place a case to support.

Will space/DASD be a concern?

For In-House clients, you have a new Review Environment DASD estimator. This will help calculate the amount of space needed to build and keep your review environment on your system.

For OutLink, will End-of-Day be run?

Yes. The review environment processing will be handled the same as the annual review environment processing. You will need to open a case requesting review bank processing.