# OBIEE 12c UPGRADE COMMUNICATION PLAN

**AUDIENCE** | **MESSAGE CONTENT** | **METHOD** | **TARGET DATE** | **WHO**  
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Main Dashboard user base | • New URL Amazon  
• OBIEE 11g Production will continue to be available throughout the upgrade process, from 9/22/17 through 10/19/17  
• Historically DFA, AAD and RAIS have done their own communications | Functional office user listservs | Late Aug + Sept | DFA, RAIS, AAD Jude to draft summary  
Campus IT Support Staff | • New URL Amazon  
• OBIEE 11g Production will continue to be available throughout the upgrade process, from 9/22/17 through 10/19/17 | IT News | Drafts 8/11 for mid-Aug | Jude to Danica, will go out 8/25  
DEVELOPERS Dashboards | • **Developers Only**: BI will migrate this entire folder from 11g Dev to Prod in September  
• **My Folders**: they are responsible for getting all required 11g content from Dev into Prod, including not ready for Prod release:  
  o FINAL Dev to Test = 9/15, hide pages, ask BI to hide dashbd  
  o See XML Copy document for deadlines each environment  
• Any minor modifications to the **web cat/dashboard migration** process will be documented and communicated when available | Upgrade meetings via Zoom. Could send email via agent - *if needed*. Student FDG-L | Every 2-3 weeks - as needed | Jude to schedule mtgs.  
  Tim could send agent - *if needed*  
  Jude send summary to FDG? Server Admin or Margo to document  
DEVELOPERS Repository | • Individual VMs will be upgraded by the Server Admin  
• Any minor modifications to the **RPD migration** process will be documented and communicated when available | Will share with RPD developers |  | Server Admin to document  
ANSWERS USERS | • Freeze on **Answers queries** built in PROD after COB 9/21  
  o Anything built after the 9/22 5:00 am migration starts will have to be rebuilt in 12c  
  o Send instructions for ARCHIVE My Folders | OB agent email to all Answers role users. | Initial late Aug + Sept | Jude / Tim  
  Draft to Tim 8/22  
REPACKAGERS + Shared Library Developers? | • All content created in **11g PROD Shared folders** will be copied to 12c DEV, then copied to 12c Test and 12c Prod  
• Will likely request clean up/deletes in Dev and Test, during the post-go live stabilization period, since content should only be in Prod | If need FYI only? OB agent email to Repackers role users | Initial late Aug + Sept | Jude / Tim  
  Include in Answers message above  
AGENT ADMINS | • Need to re-enable their Prod Agents after cutover, via new dashboard | OB agent email | Early Sept | Tim / Tony Dellinger  
  Draft 8/23  
**DIRECT REQUESTS FROM FUNCTIONAL LEADS**  
Admissions Records | Lloyd & Lisa want us to communicate directly, they will augment / follow-up - use **Admissions & Records roles** | OB agent email to users w all roles. Student FDG-L | Late Aug / early Sept | Jude / Tim  
  Jude send to list  
Fac Inventory | Jane wants us to communicate directly - use **FAC Inventory roles** | OB agent email | Sept? | Tim