Top 5 Lessons Learned During Upgrade Season

Moodle Moot UK & Ireland 2019
It’s the most wonderful time(s) of the year!
How busy?

- Over 200 upgrades over the past year
- Over 50 more scheduled before end of 2019
- Redevelop training courses
- Live training
- Webinars
<table>
<thead>
<tr>
<th>Month</th>
<th>Upgrades Scheduled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-19</td>
<td>8</td>
</tr>
<tr>
<td>May-19</td>
<td>28</td>
</tr>
<tr>
<td>Jun-19</td>
<td>12</td>
</tr>
<tr>
<td>Jul-19</td>
<td>4</td>
</tr>
<tr>
<td>Aug-19</td>
<td>3</td>
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<tr>
<td>Sep-19</td>
<td>0</td>
</tr>
<tr>
<td>Dec-19</td>
<td>1</td>
</tr>
</tbody>
</table>

![Graph showing upgrades per month]

- **Major upgrades**
- **Minor upgrades**
Lesson #1

Upgrade regularly

- Security
- Bug fixes
- New features
- Bigger jumps = more challenges
- Stay within 2 versions
Test sites are your friend!

- Explore the scope of the changes
- Test plugins you rely on
- Review default settings
- Give your site a makeover
Lesson #3

Don’t fear change

- Minor change can have a major impact
- Plan ahead
- Communicate
- Get feedback
Lesson #4

Be prepared

- Training admins and/or end-users
- Reduce anxiety
- Focus on what’s new
- Anticipate questions
Lesson #5

Communication is key

Develop a plan to provide end users with:

- Ample notice
- Documentation
- FAQs
- Support resources
Recap

Lesson #1 – Upgrade regularly
Lesson #2 – Test sites are your friend
Lesson #3 – Don’t fear change
Lesson #4 – Be prepared
Lesson #5 – Communication is key
Audience Q&A

Claire Machia, Director of Support Services
claire.machia@ethinkeducation.com