eThink

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CERTIFIED SERVICES PROVIDER

Top 5 Lessons Learned During Upgrade Season

Moodle Moot UK & Ireland 2019

TIME TO UPGRADE

It's the most wonderful time(s) of the year!
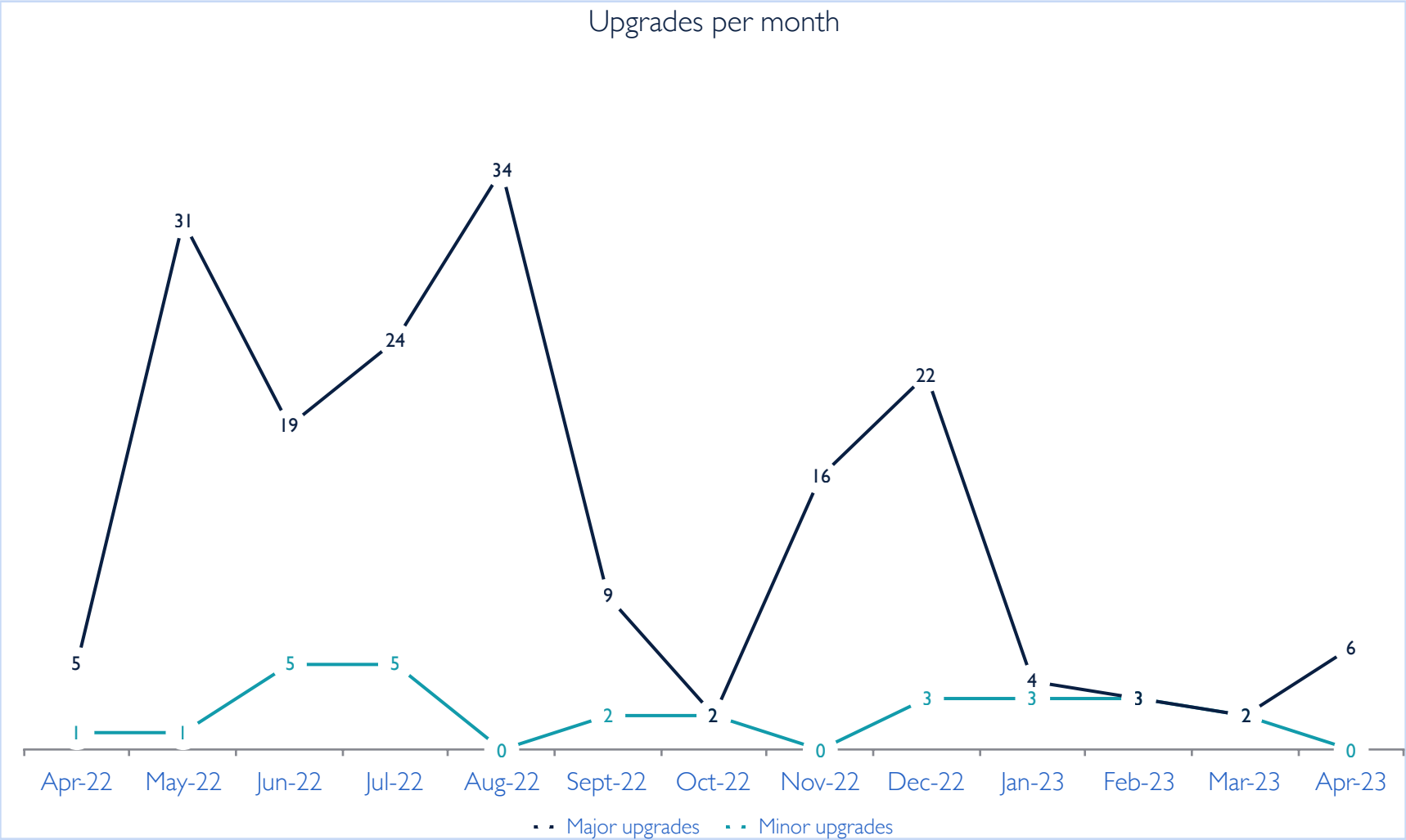
WINTER
BREAK

4TH OF JULY

How busy?

- Over 200 upgrades over the past year
- Over 50 more scheduled before end of 2019
- Redevelop training courses
- Live training
- Webinars

Upgrades per month

Month	Upgrades Scheduled
Apr-19	8
May-19	28
Jun-19	12
Jul-19	4
Aug-19	3
Sep-19	0
Dec-19	1

Major upgrades: 5, 31, 19, 24, 34, 9, 2, 16, 22, 4, 3, 2, 6

Minor upgrades: 1, 1, 5, 5, 0, 2, 2, 0, 3, 3, 3, 2, 0

Apr-22, May-22, Jun-22, Jul-22, Aug-22, Sept-22, Oct-22, Nov-22, Dec-22, Jan-23, Feb-23, Mar-23, Apr-23

Major upgrades   Minor upgrades

Lesson

#1

Upgrade regularly

- Security
- Bug fixes
- New features
- Bigger jumps = more challenges
- Stay within 2 versions

Lesson

#2

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

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