



Planning Your Upgrade to Banner 9 Frequently Asked Questions and Answers version 6 (January 2018)

(NOTE: THIS DOCUMENT WILL CONTINUE TO BE UPDATED OVER TIME. PLEASE REFERENCE THE VERSION NUMBER AND DATE)

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Banner 8 – Sustaining Support

Q. When will Banner 8.x Administrative Applications move to Sustaining Support?

Ellucian announced in February 2018, we will move Banner 8.x Administrative Applications to Sustaining Support on January 1, 2019. Please use this information to make the necessary project and resource plans for upgrading to the Banner 9 Administrative Applications.

This move aligns to the [extended support date for Oracle Forms 11gR2 ending on Dec. 31, 2018](#).

Ellucian's Sustaining Support is a period where customers will have the following:

- Support from Action Line analysts via the Ellucian Support Center, email or phone
- Access to previously supplied patches, fixes and regulatory updates
- Full access to online content such as knowledge base articles, product documentation, eCommunities forums, and product downloads

Once in Sustaining Support, there will be *no new software releases, patches or fixes, regulatory updates, or solution enhancements*. Sustaining Support begins at the end of Maintenance Support and lasts until Ellucian announces End of Life.

Your Account Executive will be in regular communications with you to ensure that you have a plan in place to transition to the Banner 9 Administrative Applications.

We encourage you to plan your upgrade to the Banner 9 Administrative Applications as soon as possible so that you can take advantage of the functionality and tremendous efficiencies that can be gained across your institution. Please visit the [Banner 9 Guide](#) to watch success stories from some of our customers that have already adopted Banner 9.

Q. When will Banner 8.x Self-Service Applications move to Sustaining Support?

There will be independent support updates for Banner 8.x Self Service Applications. A change in support status is not yet planned at this time.

Q. Will Ellucian issue security updates for Banner 8.x Administrative Applications after December 31, 2018?

While Banner 8.x is stable from a security standpoint today, Ellucian will not provide additional support or patches for Banner 8.x Administrative Applications after 2018.

Banner 9 Upgrade and Support

Q. Is the current release Ellucian XE, Banner XE or Banner 9?

The current release is Banner 9; each Banner application may have different Banner 9.x point release versions at a given time.

The Ellucian Extensible Ecosystem or XE is a strategy that Ellucian has been leveraging over the past few years as we transformed our ERP portfolio. Now that our transformations are complete, we are simply referring to this as the Ellucian strategy and therefore no longer using the “XE” acronym.

We are also no longer using older acronyms such as “INB” or “SSB”. The administrative capabilities are referred to as “Administrative Applications” and the self-service capabilities are referred to as “Self-Service Applications”.

Q. What resources are available for my Banner 9 upgrade?

The [Banner 9 Guide](#) (formerly XE Guide) gives a step-by-step overview of upgrading to Banner 9 and should be the first resource you leverage in preparation for the upgrade. There is a list of all the available Banner 9 applications with supporting materials and documentation such as installation guides, solution sheets, user guides and recorded webinars.

Within the guide there are excellent video tutorials that walk you through the [Banner 9 Hardware Sizing and Configuration](#), as well as an overview of important considerations called [Moving from Banner 8 to Banner 9](#).

If you need to build excitement at your institution for Banner 9, we highly recommend taking a look at the Banner 9 Leader Toolkit. In it are presentations, additional FAQs by functional area, links to [an overview video](#), specific recordings on new functionality and other great resources to take a look at. It’s available on the Banner 9 Guide. Just log in and click on the [Banner 9 Leader Toolkit link](#).

Q. How can I access the Banner 9 Guide?

If you have a support center account, then you should be able to access the [Banner 9 Guide](#) through the Banner 9 Guide OKTA chiclet. If you have trouble gaining access, please put in an Ellucian ActionLine ticket.

Q. What if I have modifications to my Banner 8.x Administrative Applications?

Many Banner customers have modified their Administrative Applications (formerly INB) over the years. Within the [Banner 9 Guide](#), you can upload your Forms Modification files on the “Analyze Your Modifications” page, for a free analysis regarding the extent of your modifications and which of the modifications are now addressed in Banner baseline (can be ‘sunset’), or can be moved into extensible fields within Banner 9.

After completing the upload, your analysis is sent directly to your Account Executive who can discuss your results as well as the services offerings Ellucian provides to assist with Banner 9 extensions.

Q. What if I need services help with upgrading to Banner 9?

To date, many customers have moved to Banner 9 with no or minimal services support from Ellucian. That said we recognize that every customer situation is different.

There are two primary types of services developed for the Banner 9 Upgrade: Professional Services to ready your environment or help with process management, and then Forms Transformation services offered at a discounted rate, to move your previous modifications into the extensibility framework within Banner 9.

We recommend you discuss your services needs with your Account Executive.

Banner 9 Upgrade Services

- Core Upgrade Services**
 - Technical Planning Workshop
 - Functional Consultant support
 - Banner 9 Essentials:
 - [Ellucian Solution Manager](#)
 - Required Upgrades
 - Tomcat App Server
 - Non-prod deployment
 - Admin Pages
- Also Available:
 - Application Navigator
 - Ethos Identity
 - Product Support
- Forms Modification Services**
 - Free automated assessment of forms modification services hours requirements
 - High capacity team to conduct forms transformation
 - Offered at discounted rate
- Education Workshops / Classes**
 - Dozens of low cost remote education classes for Banner 9 basics
 - On site 4-day workshop for Extensibility Training

Q. What is new with the Banner 9 Administrative Applications?

The Banner 9 Administrative Applications provide a modernized user interface, improved navigation and accessibility with cloud-ready solution architecture. With this additional ease of use, you may choose to broaden the types of users engaged on the system for more efficient automation.

Key Features Include:

- Navigation Improvements
 - Filtering
 - Lookups / Searching
 - Multiple record views
 - Favorites and Recently Viewed
 - Collapsing of sections within a page
- Modernized User Interface
- Customized Branding
- Improved Extensibility Framework
- Tablet Friendly

Q. Is there a comprehensive list of all the Self-Service applications available in Banner 9?

Below is what is currently available in terms of Banner 9 Self Service applications:

<p>Within Student:</p> <ul style="list-style-type: none"> ○ Student Self-Service which includes: <ul style="list-style-type: none"> • Class Roster • View Grades • Advising Student Profile ○ Faculty Self-Service which includes: <ul style="list-style-type: none"> • Attendance Tracking • Faculty Grade Entry ○ Registration ○ Event Management 	<p>Within Human Resources:</p> <ul style="list-style-type: none"> ○ Employee Self-Service which includes: <ul style="list-style-type: none"> • Employee Profile • Effort Reporting • Labor Redistribution • Position Description
<p>Within Finance:</p> <ul style="list-style-type: none"> ○ Finance Self-Service which includes: <ul style="list-style-type: none"> • My Requisitions (formerly Purchase Requisition) • My Finance Query • My Finance (Dashboard) 	<p>Within General:</p> <ul style="list-style-type: none"> ○ Communication Management ○ Direct Deposit ○ Personal/General Information

Q. What Administrative applications are available in Banner 9?

All administrative applications are available in Banner 9:

Advancement	General
Accounts Receivable	Human Resources
Finance	Student
Financial Aid	Student Aid

Q. What is Ellucian Solution Manager and how can it help me?

Ellucian Solution Manager (ESM) was created specifically for the Banner customer. ESM is a no license fee software application to help manage environments and software received from Ellucian.

With ESM, you are enabled to:

- Easily and seamlessly install updates to existing Banner environments
- Provide a centralized view of release updates for all of your Administrative and Self-Service applications
- Provision new Banner environments
- Install new applications into existing Banner environments
- View release dependencies and documentation
- Upgrade the ESM application and manage the ESM database

The screenshot shows the Ellucian Solution Manager interface. The top header includes the Ellucian logo, version information (ELLUCIAN SOLUTION MANAGER 1.8 UPDATE 1 (BUILD MAIN_ADMIN_20161111.1)), and navigation links for Help, About, and Sign Out. The main content area displays a table of applications for the 'Ellucian University - Environment: DEMO Demo and training environment'. The table has columns for Name, Type, Application, Current Installed Release, Latest Available Release, and Selected Target Release. A sidebar on the left contains navigation options like Upgrades, Deployments, Links, Env Settings, Applications, App Servers, Machines, and Credentials. At the bottom right of the table, there are buttons for 'Refresh Releases', 'Clear Selection(s)', and 'Upgrade'.

Name	Type	Application	Current Installed Release	Latest Available Release	Selected Target Release
Banner 9 Online Help	BannerERP	db			
Banner 9x Database Upgrade	BannerERP	db	9.7.0.1	9.9	
Banner Accounts Receivable	BannerERP	db	8.5.1	9.3.2.2	
Banner Accounts Receivable Texas Mods	BannerERP	db		9.3.0.29	
Banner Admin Common	BannerERP	db	9.2.1.3	9.3.2.4	
Banner Advancement	BannerERP	db	8.6	9.3.0.42	
Banner Advancement Self-Service	BannerERP	db	8.7	8.9.0.1	
Banner Application Navigator	BannerERP	db	1.4	2.0.1	
Banner Communication Management	BannerERP	db		9.2.0.1	
Banner Document Management API	BannerERP	db		9.1	
Banner Document Management System	BannerERP	db		9.3.0.29	
Banner Document Retention	BannerERP	db		9.3.0.29	
Banner Employee Profile App	BannerERP	db		9.1	

Q. Who is already live with Banner 9?

100+ customers are live on Banner 9 and 500+ are testing their upgrades to Banner 9. Visit the Banner 9 Vision site to view a few of the customer testimonials or go to our [Banner 9 Guide](#) to hear more.

Q. What impact will the upgrade to Banner 9 have on 3rd party partner applications? Will we need to re-implement any integrations, or any reporting?

Because Banner 8 and Banner 9 administrative forms both run against the same underlying Banner database, in most cases there will be minimal impact on existing partner integrations and reporting.

Q. Are there functionality changes my users need to be aware of with the move to Banner 9 Administrative Pages?

As noted previously, user experience enhancements were made to improve the usability of the application for your users. Early adopters have noted that their users easily adapted to and like these improvements. The functionality was preserved as one-to-one in the pages with the transformation from 8 to 9. For any application specifics, please access the user guide documentation available on the [Banner 9 Guide](#) (in the Available Apps area).

Q. What training will be required with the new user interface for functional users?

Very minimal training is needed for the new user interface. Within the [Banner 9 Guide](#), we offer the following training options:

- Webinars
- Online classes
- Training documentation / user guides

Q. Who can I contact at Ellucian to help me plan my Banner 9 upgrade?

Your Ellucian account executive will be in regular contact with you regarding the upgrade. In addition, your Customer Success Manager will be reaching out to you to understand your planned adoption timeline, identify adoption barriers, and help ensure your adoption goes smoothly. As always, if you have questions feel free to reach out to your Account Executive at any time.

Banner 9 Technical Questions

Q. What are the web browsers we recommend for Banner 9 Administrative Applications?

Banner 9 leverages modern browser technologies that work best with modern browsers such as Chrome, Firefox, Edge, and Safari. We encourage you to visit our [Compatibility Matrix](#) on the Ellucian Hub to see what versions that we recommend for Banner 9 Administrative Applications. Internet Explorer does not support these technologies very well.

Users who wish to run seamless navigation between Banner 8 (INB) and Banner 9 are required to use browsers supported by Banner 8 INB and therefore, are limited to Internet Explorer or Firefox ESR. These browsers do not perform as well in Banner 9 as modern browsers so users may prefer to run Banner 9 in a separate browser to get optimal performance.

Q. Will we have to upgrade all the Banner 8 applications at the same time? Can Banner 8 and Banner 9 run at the same time?

This decision is up to your team. You can use Application Navigator to have a seamless experience between Banner 8 and Banner 9 running concurrently. Because of this ability, most customers find a phased approach to be most easily managed.

Both Banner 8 and Banner 9 can co-exist in the same Banner environment. In an environment where Banner 8 INB and Banner 9 Administrative Pages are both being used, Application Navigator is used as the common user entry point. Application Navigator will seamlessly invoke the appropriate Banner resource (either a Banner 8 INB form or a Banner 9 Administrative Page).

By December 2018, you should be live on Banner 9 Administrative applications. Your Banner 8 Self-Service Applications will continue to run and be in regular Maintenance support; however, to take the best advantage of the new capabilities of Banner 9, most customers will choose to upgrade the available Banner 9 Self-Service Applications as well.

Q. Will testing Banner 9 require significant resources?

Not necessarily, because you do not need to move all applications at once. You can deploy and adopt the new functionalities in stages, allowing you to test these in turn. Please refer to your internal testing process.

If you do choose to upgrade all applications at the same time, you will want to align your testing resources as appropriate across the enterprise, with sufficient time for roll out into production.

Q. Will I experience any down time with the move to Banner 9?

You are able to run Banner 8 and Banner 9 concurrently as you move through the upgrade process. There will be minimal down time compared to upgrades of years past. Once on a Banner 9 Application, any point release upgrades are even more seamless as they are implemented with the click of a button leveraging Ellucian Solution Manager.

Q. What technologies are being leveraged in Banner 9?

The underlying technology for Banner 9 Administrative applications has moved from Oracle Forms 11gR2 to Java script and HTML 5, and can be run on Tomcat or WebLogic servers.

Q. What types of skill sets will my staff need to upgrade and maintain Banner 9?

Upgrading to Banner 9 introduces no new technical skill requirements than used in Banner 8. If you will be using Tomcat, Tomcat knowledge would be beneficial. Install and user guides for Ellucian Solution Manager will guide you in both those processes.

For upgrading, Ellucian and our global channel partners are prepared to support you with one-time services as needed, such as setting up ESM, setting up identity management services / single sign on, installing new app servers, or installing the upgraded software. For more details on how customers have leveraged ESM, visit our [web page](#). Additionally, there are [Banner 9 Upgrade Courses](#) that focus on ESM as well.

For ongoing operations, your IT staff skill sets need little adjustment. If you plan to retain modifications or create new extensions, you will want to train staff in the extensibility features of Banner 9. A variety of workshop-style education classes, the [Banner 9 Upgrade Courses](#) and On Demand Subscription Library classes are available to provide this training.

Q. Is knowledge of Groovy and Grails required to moving forward with Banner 9?

The Banner 9 Self Service Applications have been developed using the Groovy and Grails application development frameworks. The Banner Extensibility Framework and its support for higher levels of configuration and customization (through applications like 'Page Builder') may enable you to add custom functionality to Banner 9 Self Service without the need for source code modifications or custom development.

We highly recommend avoiding source code modifications. However, if after fully understanding the extensibility options available to your institution, you still intend to modify Banner 9 source code, Groovy and Grails knowledge would be needed. If you do not intend to make such modifications, Groovy and Grails knowledge is not necessary.

Q. What is Single Sign-On (SSO) and why do I need it for Banner?

Single Sign-On (SSO) enables users to authenticate once to an identity provider and use an identity provider SSO authentication token to access SSO-enabled applications. Banner 9 applications (Banner 9 Administrative Pages, Banner 9 Application Navigator, and all the Banner 9 Self Service applications) support SSO natively. Banner 8 applications are SSO enabled using the Banner Enterprise Identity Services (BEIS) SSO Manager application.

Ellucian Ethos Identity is an enterprise capable Identity Provider (IdP) that supports modern authentication protocols. Our solution enables institutions to deploy an SSO solution for the enterprise that can be used across multiple disparate SSO protocols, service providers, and underlying authentication providers avoiding the need for multiple providers and associated complexity. To learn more, start with the [Ellucian Ethos Identity Starting Document](#).

You may also utilize Central Authentication Service (CAS) as provided JA-SIG CAS SSO Manager (Banner CAS Shim). For more information, please see the [CAS Single Sign-On Handbook](#) documentation or the Single-Sign On Installation course on the [Banner 9 Upgrade Courses](#).

Q. What is the difference between the Oracle database and the Oracle Forms and what is Oracle ending support for?

The Oracle database is the RDBMS that stores the Banner data, whereas INB (Internet Native Banner) or Banner 8 Forms are built using Oracle Forms and allow interactions with the data in the database. The Oracle database will continue to be supported. Only the support for Oracle Forms is ending by Dec. 31, 2018.

Q. What is the Oracle Forms 11gR2 support status?

Oracle Forms 11gR2 support is entering into Oracle's Sustaining Support on Jan. 1, 2019. Oracle's Sustaining Support *does not include*:

- New updates, fixes, security alerts, data fixes, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products

For more specifics on Oracle's Sustaining Support, please refer to Oracle's "Technical Support Policies," or [click here](#) to view the full Oracle Lifetime Support Policy.

Q. What is the recommended process of Banner 9 implementation?

Typically, our customers will implement the below components in this order:

1. Ellucian Solution Manager (ESM) – typically with Banner 8
2. Single Sign On (including Ellucian Identity Services, or CAS)
3. BEIS 8.4 SSO Manager (Required to access Banner 8 forms through Application Navigator)
4. Application Navigator
5. Banner 9 Administrative Applications
6. Banner 9 Self-Service Applications (note some of the Self-Service Applications such as Registration require the related Administrative Applications to be installed first)

For the few customers on Banner 7 or on very early versions of Banner 8, a two-step upgrade to Banner 9 will be required. Please work with your Account Executive to plan for this situation.

Q. Will I need new servers?

We encourage you to watch the Banner 9 Sizing and Hardware Guide session on the [Banner 9 Guide](#) (in step 1, "Plan Your Upgrade"), which provides information on assessing your sizing needs for servers. You may also refer to the Banner 9 Sizing and Configuration Guide on the [Banner 9 Guide](#) for guidance.

Banner 9 Administrative Applications provide the flexibility to now run on Tomcat or continue with WebLogic. Your choice will determine your server needs. Consult the Banner 9 Sizing and Configuration Guide for specific server information.

Q. I'm concerned about the cost of the hardware that might be required. How do I evaluate this for my upgrade to Banner 9?

Most clients have been able to repurpose existing hardware for use as application servers in a Banner 9 environment. Where clients have refreshed their hardware, many have found that commodity application server configurations can be used, which significantly reduces hardware costs at the application server tier.

Q. What are the implications for Banner Workflow, Luminis, Banner Document Management, or Banner Supplemental Data Engine with Banner 9?

The Banner 9 Administrative Applications and Self-Service Applications continue to work with Banner Workflow, Luminis, Banner Document Management, and the Banner Supplemental Data Engine. This is the case even if you run a mix of Banner 9 Administrative Applications with Banner 8.x Self-Service Applications.

Q. We have custom Oracle reports. What are clients doing to convert these?

Ellucian does not have a tool to automatically transform Oracle reports to another technology – just Oracle forms. Ellucian can provide services to rewrite those reports in another technology. We have expertise with many reporting solutions including Argos, Cognos, Business Objects and Tableau.

Q. What are the implications for integration with Ellucian DegreeWorks?

The Banner 9 Administrative Applications and Self-Service Applications continue to work with Ellucian DegreeWorks.

Q. What are the hardware and software requirements necessary to install and run Banner 9?

Specific hardware and software requirements may be found in the Banner 9 Sizing and Configuration Guide, located in the [Banner 9 Guide](#). Requirements are based on institution size and product usage. Specific dependencies for each product is available in the release and install guide.

Q. Is Banner 9 available in the Cloud and is that a current option?

Yes, Banner 9 is available in the Cloud. We provide cloud hosting or a SaaS option both available through our partner, Amazon Web Services. If your institution is interested in cloud options, we encourage you to reach out to your account executive to determine what is best for your institution.

Q. Will ZK pages be converted to the new Banner 9 technology?

The ZK pages have all been converted to Banner 9 Administrative Pages. Since all the ZK pages have

moved to their respective administrative applications, there is no need to download applications that are ZK applications anymore.

Q. Is Banner Communication Management part of the baseline for Banner 9?

Yes, Banner Communication Management is a part of Banner General. Communication Management offers all-new tools to help communicate with specific populations using Banner data. Communication Management makes it easy to create and send financial aid award letters, registration reminders, past-due tuition notices, and more. This new functionality is available across the Banner enterprise for Banner Finance, Human Resources, Student, Financial Aid, and Advancement.

Q. What happens with the regulatory releases in Banner 8 in 2018, especially those traditionally released in December (e.g. U.S. W2s, Canadian T4s)?

Ellucian plans to deliver Banner 8 regulatory releases, including Financial Aid updates for 2019-20 processing, through November 2018. However, we strongly encourage customers to complete the move to Banner 9 before starting your 2019-2020 financial aid processing to ensure continuity and minimize disruptions as you move into 2019.

Alternatively, we do not plan to deliver any Banner 8 regulatory updates in December 2018 (e.g. U.S. W-2s, Canadian T-4s, etc.) due to the small window in which they can be used effectively. As a reminder, once in Sustaining Support, there will be no new software releases, patches or fixes, regulatory updates, or solution enhancements for Banner 8, even if related to 2018 processing and reporting. Note: This information ONLY applies to Banner 8 releases on Oracle Forms; all Banner Self-Service updates for regulatory releases will continue to be released in Banner 8 in December 2018.

Q. Do I need to use Ellucian Solution Manager to upgrade to Banner 9?

Yes. Ellucian Solution Manager eases the upgrade process and is needed to install and upgrade Banner 9 releases. With ESM installed, some Banner customers have been able to upgrade their Administrative applications in a matter of minutes. For more details on how customers have leveraged ESM, visit our [web page](#). Additionally, there are [Banner 9 Upgrade Courses](#) that focus on ESM as well.

Q. Is Ellucian delivering regular updates to Banner 9 administrative modules?

For most modules we are delivering an admin release every two months including defect fixes, performance improvements and usability enhancements. In June 2017 we delivered releases for all administrative applications with performance improvements and defect fixes. Performance improvements should be positive across the board, including changes to improve time to open pages, tabbing within the page and moving to additional tabs. Customers are encouraged to review the Product Calendar via the Ellucian Support Center to see the schedule of upcoming releases and whenever possible target the latest admin releases as their baseline for go-live.

Q. Why are database releases still version 8.x instead of version 9.x?

At the highest level, Banner 9 is a modernized user experience for the Banner administrative applications and the Banner self-service applications. Because of the modular delivery of Banner 9 applications over the past several years, they can coexist with both the Banner 8.x INB forms, as well as with the Banner

8.x self-service applications. The coexistence is possible because both the 8.x and 9.x pages run on the same Banner database. Because the database is shared, we continue to version it as 8.x. So as customers begin to move to Banner 9 applications, they can install some Banner 9 applications while still using other Banner 8 applications. For example, you could be on the Banner 9 student administrative applications while continuing to use the Banner 8.x student and faculty and advisor self-service.

When we provide new functionality for a Banner 9 application, we make the code changes in the Banner database and update the Banner 9 UI to enable the new functionality. The Banner database will continue to be numbered 8.x at least until all our customers and applications have moved entirely to all Banner 9 administrative and self-service applications. In the meantime, Banner 9 releases will continue to have dependencies on Banner 8.x releases.

Ellucian Ethos Questions

Q. Does Ellucian Analytics replace ODS/EDW/Cognos?

Ellucian Analytics is a new offering that targets key questions and role responsibilities, creating a guided path of information discovery using over 200 domains based on specific institutional roles. ODS/EDW/Cognos will continue to be offered and supported for operational analytics.

Q. How is Ellucian Workflow different than Banner Workflow?

Banner Workflow lives on as a way to move and work within Banner. Ellucian Workflow is designed to facilitate enterprise-wide work, connecting heterogeneous systems beyond just Banner and Ellucian solutions. Ellucian Workflow requires a different license and if this interests you, we encourage you to reach out to your Account Executive for more background.

Q. Is Ellucian Analytics included in the baseline of Banner?

All clients get the Ethos platform as part of your current maintenance, however Ellucian Analytics requires a separate license cost. If this is something that interests your institution, we encourage you to talk to your account executive for more background.

FAQ for AMS/AHS/TM Customers Only

Q. What is the timeline for the upgrade to Banner 9 Administrative Applications for AMS / AHS / TM institutions?

It is the goal to upgrade all AMS / AHS / TM customers as soon as possible – well before the December 31st, 2018 deadline. Ellucian will work with each customer to identify and place them in the appropriate group and timeslot for the upgrade. We have identified Banner 9 upgrade windows based on customers' downtimes, academic calendars, and maintenance periods. We are taking a cohort-style of approach to identify groups of customers to upgrade together based on similar timeframes, needs, environments, maintenance windows, and / or academic periods. These timeframes will most likely be in the May – July and November – December periods.

Q. Is the upgrade to the Banner 9 Administrative Applications included in the contract for Application Managed Services (AMS)/ Application Hosted Services (AHS) / Technology Managed (TM) Customer?

Yes, as an AMS / AHS / TM customer, your Banner upgrade services include the upgrade to Banner 9 Administrative Applications. The level and scope of support, services, and resources you receive to complete the upgrade is based on your contract.

Q. What if I already have a project plan in place or have already upgraded certain Banner 9 Applications according to my plan?

Any AMS / AHS / TM customer with an existing upgrade plan in place will not be impacted. Those timelines will continue as scheduled

Q. Who do I contact for more information?

If you are a TM customer, your TM CIO or Executive Director will be your main point of contact to answer questions regarding the upgrade timeline and approach.

If you are an AMS or AHS Customer, your Customer Success Manager (CSM) will be your main point of contact to answer questions regarding the upgrade timeline and approach.

Q. What support will Ellucian provide in order to complete the necessary steps to upgrade to Banner 9?

The necessary resources and tools will be provided in alignment and in accordance with the delivery model for our AMS / AHS / TM customers. Ellucian has developed specific services models for the upgrade and these will be leveraged.

Banner 9 Upgrade Courses Questions

Q: What are the Banner 9 Upgrade Courses?

In July 2017, Ellucian launched complimentary, new online courses offerings to meet customers' Banner 9 technical readiness needs. These courses were built by Ellucian experts and provide the knowledge and skills needed to successfully upgrade to Banner 9 leveraging self-paced, online courses as a guide. All you need is an up-to-date Banner maintenance agreement and an active [Ellucian Hub](#) account to access these courses.

Q: What courses are offered?

For a full list and course descriptions, go [here](#).

Q: Who were these courses designed for?

The Banner 9 Upgrade Courses are geared for technical professionals responsible for supporting tasks associated with the upgrade should utilize the content. The following roles would benefit from them:

- Programmers/Developers
- Database Administrators
- Application Administrators
- System Administrators
- Network Administrators

Q: What is the difference between Banner 9 Upgrade Courses and Banner 9 Services? When would use one over another?

For those who need some guidance and are planning to “do-it-yourself” with self-paced online courses, you will find the [Banner 9 Upgrade Courses](#) provide technical guidance on how to do prerequisites on your own.

For those customers that desire to do-it-yourself, but need more in-depth instruction and hands on practice, we offer instructor-led courses available courses in our [Training Catalog](#).

For customers who plan to outsource this and want to engage with Ellucian for comprehensive upgrade services by Ellucian experts, there are services packages available which have been sized to meet these needs as well.

Q: Can you use both Banner 9 Upgrade Courses and Banner 9 Services?

Yes, you can use both the Banner 9 Upgrade Courses and Banner 9 Services. Whatever mixture works best for you is most important.

Q: Is there a limit to how many people can access the Banner 9 Upgrade Courses?

There is no course limit. Anyone with access to the Ellucian Hub, can access it [here](#).