BANNER CLOUD AND BANNER UPGRADE

Frequently Asked Questions

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Technology Solutions Unit
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Banner 8 on Cloud

Banner is currently hosted on premise at the University IT Infrastructure. AUC has made the decision to move to the Ellucian Cloud (EC). Ellucian is the company that owns Banner. EC is hosted on Amazon Web Services (AWS). As of May 2nd, Banner will be accessible on the cloud rather than on premise. Here is an explanation of the cloud computing concept in general.

During the upcoming months, there will be two moves:

1- **May 2nd, 2019**: Banner 8 moving from on premise to cloud.

2- **June 2nd , 2019**: Banner 8 upgraded to Banner 9.

Why move Banner to the Cloud?

1- **Robustness**: One of the main benefits of the transition is a more robust Banner user experience for all Banner users. The cloud will enable Ellucian to monitor the platform around the clock, thereby ensuring optimal performance.

2- **Reliability**: The ability to dynamically increase H/W resources when there are peak times (ex: Registration) on the server system is another paramount benefit. During those peak periods, Ellucian will provide those computing resources and Banner users should not experience any downtime/outages/slowness.

When will Banner go to Cloud?

Banner will be on the cloud as of **May 2nd, 2019**.

The migration weekend will be from **April 25th, 2019 until May 1st 2019** in which Banner system will be read-only.

How will I access Banner on Cloud?

Before the move, you will be given the new links for Banner Self-Service and INB to access. Additionally, users will be automatically re-directed to the new links in case they have it saved as bookmarks.

You should use the same credentials you currently use to access Banner on-premise.

Which version of Banner will available by May 2nd?

Banner will move to the cloud first on version 8.16. Then will be upgraded to version 9 by beginning of June 2019. For more information about Banner 9 upgrade, please refer to **section B**.

Is there any other systems that will move to Banner cloud?

Degreeworks, ARGOS along with Banner Student will all be hosted on the cloud.

How will the cloud hosting affect me as a Banner User?

As a Banner user, you should feel that the system is faster, more robust and more reliable. Before upgrading to Banner 9, there will be no changes in the interface and you should be doing business as usual.
However, you may need to install a newer version of the Java on your PC and. You will be receiving instructions on how to do that.

**Is there anything I need to do to prepare for the move?**
The Banner team along with Strategic academic services units will be meeting with individual departments area to explain more about the testing process and the expected deliverables. You will be handed a booklet of test cases that requires your sign-off. To do your testing, you would need to login to the new cloud instance before the go-live date and make sure you can carry out your business processes, run your ARGOS reports and access degree works.

*Important Note: during the testing phase, keep in mind that the system will have testing data and not real-time data, thus you are requested to complete your testing for the functionality and not the data.*

**Banner 9 Upgrade**
As of June 2nd, what was known as Banner INB will be upgraded to the latest version of Banner- which is Banner 9 and will be now called Banner Administrative pages.

In the Banner 9 Administrative Applications all of the data, processes, and form names from Internet Native Banner (INB) remain the same.

**Why are we upgrading to Banner 9?**
Vendor support for Banner 8 (our current version of Banner) will be terminated at the end of the June, 2019.

**When is Banner 8 going away?**
At the close of business on May 31st, 2019.

**Who will be impacted by the change?**
Only staff will be impacted by Banner 9 in the first launch. Banner Self-Service will not be impacted at this time. Only users of Banner Admin (aka Banner INB) will see a change. Banner Self-Service will be upgraded at a later date.

**Is Banner 9 very different than Banner 8?**
*Banner 9 has a different interface than Banner 8 but basic functionality remains the same. Banner 9 however comes with added-on and better features than those of Banner 8 that will be configured at a later stage.*

**Will there be trainings for Banner 9?**
The training required for Banner 9 Administrative Applications is an introduction to the new navigation as well as hands-on time with the system to get used to the new interface.

The training schedule is available here and will take place through March and April. The training will be arranged through the HR and a training form will be shared so you can register for the trainings that interest you, however, we urge everybody to come to the navigation and hands-on training.

Zoom session will be availed for DownTown users upon request. Same for New York office with allocation of 2:30 sessions arranged in order for their attendance.

We will also be posting training material & catalog here.
What browsers work with Banner 9?
Any modern browsers—this includes Firefox, Chrome, Safari, and Edge. Chrome is the recommended browser. Internet Explorer does work but may be slower and have more errors.

Will I use the same credentials to log into Banner 9?
Yes, you will use your same Banner ID and password.

Who do I call with questions about Banner 9 prior to the go-live date?
Speak with your team/area leads about questions concerning your area specific business processes. For general questions regarding this upgrade, send an email to bannersupport@aucegypt.edu