



# Planning is Underway for an Upgrade to Banner 9

Information Technology Services (ITS) is working with Framingham State's "Administrative and Student Information Management Team", and the providers of systems the University uses to manage administrative and student information, on a plan for upgrading to version 9 of Banner. This is a significant undertaking that requires the input and involvement of many different people across the University, along with our third party providers of technology and services. Our goal is to work with people within the University who use Banner, along with our third party providers, to document a "roadmap" for the migration to Banner 9 that can be shared during the spring 2018 semester.

## What is Banner 9?

Banner 9 is Ellucian's latest version of their software platform designed for higher education institutions to help them manage administrative and student information. Framingham State University currently uses Banner 8 as the system of record for student, academic program and financial information. The user interface for Banner 9 is different than Banner 8. It includes more features and functionality. The back-end "Administrative Applications" have been re-designed in order to add features and functionality to achieve a more contemporary look and feel and improve overall ease-of-use. The same is true for the front-end "Self-Service Applications" that are used to provide online services to employees and students as well. It includes a fresh, new user interface with improved tools and capabilities. Banner 9 also natively supports an expanded array of web browsers and mobile technology platforms.

## What is the reason for the change?

Framingham State University currently uses Banner version 8 to manage administrative and student information. Ellucian has announced that they will be transitioning to "sustaining support" for Banner 8 "Administrative Modules" effective January 1, 2019. Therefore, Ellucian is recommending organizations move to Banner 9 by the end of 2018.

The move to so-called "sustaining support" provided by Ellucian means "there will be no new software releases, patches or fixes, regulatory updates, or solution enhancements" for Banner 8.

Ellucian has also announced that customers will continue to have access to the following as part of "sustaining support" until they announce "End of Life" for Banner 8:

- Support from Action Line Analysts via the Ellucian Support Center, E-mail 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

Note that Ellucian has also announced that there will be “independent updates for Banner 8 Self Service Applications” and “a change in support status is not yet planned at this time”.

In summary, Framingham State must upgrade to Banner 9 to ensure continuity of University operations as well as continuous improvement of information management practices and online services.

### **What to Expect Next**

ITS will lead the development of roadmap for the upgrade to Banner 9 with the input and involvement of the Administrative and Student Information Management Team along with third party service providers. Our goal is to take advantage of this opportunity by fulfilling requests for improvements the new software can enable, while at the same time working with everyone to ensure as smooth a transition as possible.