

**ITS
Maintenance
&
Notification
Schedule**



**St. Lawrence
College**

This is a manual that contains pertinent information about ITS Maintenance Notifications and how they are communicated to students and staff/faculty.

November 2024

Accessing the Portal

In order for College IT Systems and Services to run effectively, regular ‘maintenance windows’ are required to complete critical or strategic system upgrades, security patches, and nightly batch processes. These upgrades affect regular hours of operation and are sometimes challenging for the business and academic cycles of the college to accommodate.

In order to minimize disruption and allow for better planning, the following notification/communication process is followed.

| Maintenance Window Type | Impact to Service | Communication Required | Template Colour | When | Audience |
|-------------------------|---|---|-----------------|---|--|
| Emergency | Immediate Priority corrective action will be taken by ITS to restore service ASAP | Immediate Notification from IT Service Desk issued when regular hour of operations are impacted (7:00 Am to 2:00 am | Red | Immediate | All affected users |
| | | Restoration of services | Green | End of disruption | All affected users |
| Regular | None Work will be completed between 2:00 am and 7:00 am | Limited communication No permission required | Blue | As required | As Required |
| Extended | Medium Maintenance window will be extended to 10:00 pm to 7:00 am | Maintenance notification No permission required but will be sensitive to business and academic cycles | Blue | Five (5) days prior to window | All affected users |
| | | Maintenance Reminder | Blue | Morning of Window | All affected users |
| | | Restoration of services | Green | Before 7:00 am post window | All affected users |
| Major | Significant Required for maintenance that cannot be completed in an extended window | Action Required Notification to CLC | Purple | At least thirty (30) days prior to recommended window | CLC Allow one week for objections. If objections cannot be resolved offline then present to CLT (via |

ITS Maintenance & Notification Schedule

| Maintenance Window Type | Impact to Service | Communication Required | Template Colour | When | Audience |
|-------------------------|--|--------------------------|-----------------|------------------------------------|---------------------|
| | timeframe (e.g. Large system upgrades) | | | | email) for decision |
| | | Maintenance Notification | Blue | Fourteen (14) days Prior to Window | All affected users |
| | | Maintenance Reminder | Blue | 24 hours prior to window | All affected users |
| | | Final Notification | Blue | One (1) hour prior to Window | All affected users |
| | | Restoration of service | Green | Before 7:00 am post window | All affected users |

Our monthly maintenance window schedule follows the SLC IT Security policy of applying Microsoft security updates within 10 to 30 days after they are released (unless they are specifically delayed further due to known issues with the security updates).

Please see this link for the most up-to-date IT Monthly Maintenance Window Schedule: [IT Monthly Maintenance Window Schedule](#)