

IT Maintenance & Notification Schedule



St. Lawrence
College

This is a manual that contains pertinent information about IT maintenance notifications and how they will be communicated to students.

May 2016

IT Maintenance & Notification Schedule

About

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 windows 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

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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