Subject: Technology Services Monthly Maintenance Window

Revision: New **Recommended by:** Technology Governance
Issued: 02.21.12 **Approved:** **Approved by:** Executive Council
Effective: ASAP

Description: Standing, monthly window of time for maintenance of critical technology systems

Purpose:

In order to better serve the Southern West Virginia Community and Technical College (SWVCTC) user community and fulfill our responsibilities concerning the technology services we provide, Technology Services has established a monthly maintenance window for enterprise technology equipment and network services.

Standard Procedure:

The monthly maintenance window will be the **3rd Sunday of every month from 7:00 AM to 1:00 PM** maximum duration of 6 hours. During the designated window, enterprise technology and/or network services may not be available or may be unreliable. This time frame was chosen specifically to minimize the impact to the user community and aligns with Marshall University's Blackboard maintenance window.

Information about the nature and impact of the outage will be provided on the Technology Services and other relevant web sites and via email to the user community 3 or more days in advance of the maintenance window.

Note: Scheduled maintenance and publication dates may be adjusted based on the academic or holiday calendar.

Non-standard or Emergency Procedure:

A non-standard maintenance window may be requested for performing maintenance tasks that impact users in a limited physical area or that are a subset of the larger community. Use of a non-standard maintenance window must be approved in advance by the CIO. Information about the nature and impact of the outage must be communicated to SWVCTC leadership and the effected user community.

An emergency maintenance window may be requested when a required technology upgrade or network service maintenance ***cannot*** be performed during the standing maintenance window due to the urgent nature of the threat or potentially negative impact of failure to perform the maintenance. Use of an emergency maintenance

window must be approved in advance by the CIO. Information about the nature and impact of the outage must be communicated to SWVCTC leadership, published on the Technology Services web site, AND provided to the user community via email, voicemail, and/or social networking sites if possible.

Reference information or other relevant links:

Scheduled Dates – 2012/2013

Maintenance Window	Publication Date:
18-Mar-12	14-Mar-12
15-Apr-12	11-Apr-12
20-May-12	16-May-12
17-Jun-12	13-Jun-12
15-Jul-12	11-Jul-12
19-Aug-12	15-Aug-12
16-Sep-12	12-Sep-12
21-Oct-12	17-Oct-12
18-Nov-12	14-Nov-12
16-Dec-12	12-Dec-12
20-Jan-13	16-Jan-13
17-Feb-13	13-Feb-13
17-Mar-13	13-Mar-13

More Information:

Please direct any questions or comments to:

Technology Services – technology.services@southernwv.edu