Policy Title: System Maintenance Policy
Last Updated: May 20, 2010

Overview:
One mission of the Office of Information Technology is to provide optimal performance of all services delivered to the National-Louis University community. In order to succeed in this mission, the Office of Information Technology must perform regularly scheduled maintenance on all hardware and software platforms.

Proper planning and notification of tasks necessary to be performed during the maintenance schedule is key to the success of the operation. Each infrastructure platform has different maintenance needs. Many of the items scheduled during the maintenance window will be “upkeep” type actions that require very little interruption of service, while other actions may be more time consuming and complex. Timing of the scheduled maintenance window is as important as the issues addressed during the specified time period. It is with the above factors in mind that the following schedule has been developed.

The “approved” schedule of upcoming maintenance dates will be listed at the bottom of each month’s announcements for your reference. Dates are scheduled through consultations with the BISG (Banner Information Security Group) and consulting the Academic calendar. Dates are analyzed and confirmed twice per year to avoid disruption to any University event as much as possible. In the event that an upcoming date will negatively impact any service, please make OIT aware as early as possible and alternative dates will be considered.

Maintenance Types
There are three maintenance types that OIT encounters. These are “Planned or Scheduled Maintenance”, “Urgent Maintenance” and “Emergency Maintenance”. A description and handling method for each is below.

Planned/Scheduled Maintenance
Regularly planned maintenance will occur typically on the 3rd Friday of each month beginning at 10pm central time and be completed no later than 7am central time the next morning. Any activity may result in a service outage that does not fall within a “Urgent” or “Emergency” category will be performed during this scheduled maintenance window. This includes items such as low risk security patches, version upgrades, production service modifications that require any downtime and operating system updates. Each month an email to the University community will be sent out describing the services affected during the planned maintenance window.

Urgent Maintenance
Urgent maintenance is described as any activity that requires a service disruption for completion but has been determined to be too urgent to wait for the next scheduled maintenance window. These activities will be scheduled after 10pm central time to avoid disruption to classes or normal business processing and require CIO level approval. These types of events may include items such as repairing severe security vulnerabilities, repairing a compromised production service or applying an urgently needed application patch to allow for proper business processing. In the event of a situation requiring “urgent maintenance” we will send an email to the University community describing the situation and provide a timeframe for service interruption.

Emergency Maintenance
Emergency maintenance is rare, but significant. This category applies to any production service that is not operating sufficiently, has significant impact to the institution and cannot be postponed until after hours. An event requiring “emergency maintenance” may include items such as a production service not allowing access, a network outage or a production service negatively impacted to the degree that it is unusable. In the event of this occurrence, we will typically begin repairs to restore the production service immediately and notify the University community via email as soon as possible.