

IT Maintenance Period Usage Requirements

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1. Introduction

The Common Information Technology (IT) Maintenance Calendar is a calendar defining IT maintenance timeslots for the twelve community colleges and the system office within the Connecticut State Colleges and Universities (CSCU) system. The IT Maintenance Calendar is posted on the [Change Management website](#). This document provides the usage requirements for the IT Maintenance Period.

2. Usage Guidelines

Maintenance periods are intended for **general maintenance changes** with low impact to operations for an individual site and/or the service as a whole. Low impact, as defined in the [Change Management](#) process, is minimal impact lasting less than one hour of service disruption.

Examples of general maintenance changes with low impact are:

- a. Updating a redundant system node, which poses no disruption to services or;
- b. Applying updates, restarting and testing a system within the low impact window.

Special Notes:

- i. Maintenance items requiring more than low impact allotted time of system-wide service disruption should be scheduled during periods of demonstrated low service demand, which should align with scheduled maintenance periods;
- ii. For an individual site or a group of sites, maintenance periods can be used, if the respective sites agree to an extended length and level of service disruption.

3. Usage Rules

1. When a maintenance period is scheduled for a general maintenance change with low impact, a Normal RFC should be submitted, which required two weeks (10 normal business days) advance notice of the targeted maintenance window, when possible.
2. If a system-wide general maintenance change will exceed the low impact window;
 - a. The RFC should detail why the scheduled date and time is best for the system and;
 - b. Be reviewed/approved using the defined Change Management process, using a Normal RFC.
3. Emergency RFCs are not limited to implementations during maintenance periods, but if a maintenance period is used:
 - a. The RFC should clearly indicate the task is an emergency change and;
 - b. The RFC should identify the services the change will correct/repair.