



# Information Technology Services, Systems Maintenance Periods

## Audience

Faculty, Staff and Students of the University of Missouri - St. Louis (UMSL)

## Policy Statement

This policy provides system maintenance timeframes for UMSL’s computing services. It is designed to provide predefined maintenance periods for computing resources that are owned and operated by UMSL for its own use for academic, administrative and networking purposes. These maintenance periods will only be utilized when a need for maintenance or system updates is identified.

## Categories of Services

Academic Services - includes MyGateway, Admiral, and Instructional Computing Services.

## Background and Guidelines

Information Technology Services (ITS) continues to improve its computing accessibility by moving in the direction of continuous operations and by architecting high availability systems. However planned outages remain part of normal operations.

ITS continues its efforts to reduce downtime and provide higher levels of availability for IT services deemed mission-critical. UMSL users can expect IT services to be available 24 hours per day, 7 days a week except during the following planned systems maintenance periods:

|  |  |  |
|--|--|--|
| <b>Periodic</b>  |  |  |
| 1st and 3rd Wednesday  | 4:00a.m. thru 7:00a.m.                 | Academic , Administrative and Networking |
| 2nd and 4th Friday   | Friday 5:30p.m. thru Saturday 6:00a.m. | Academic , Administrative and Networking |
| Every Sunday   | 12:01am thru noon                      | Academic , Administrative and Networking |
| <b>Notification for Periodic maintenance will be given a minimum of 2 business days in advance.</b>  |  |  |
| <b>Annual</b>  |  |  |
| Last week of December  | Daily as announced                     | Academic , Administrative and Networking |
| Sunday before Spring Break   | Sunday 12:01a.m. thru Monday 08:00a.m. | Academic , Administrative and Networking |
| The first Thursday and Friday following the end of the Summer semester   | Thursday 8:00a.m. thru Friday 5:30p.m. | Academic                                 |
| <b>Notification for Annual maintenance will be given a minimum of 30 days in advance.</b>  |  |  |
| ITS will coordinate the High Performance Cluster maintenance period with users. Maintenance for departments which have a Service Level Agreement (SLA) or a Memorandum of Understanding (MOU) with ITS will be handled according to those documents. |  |  |
| As ITS continuously improves its computing operations, we appreciate your understanding and patience. Our goal is to deliver a stable and cost efficient computing environment for you.  |  |  |
| <b>Original Issue Date</b>   |  |  |
| February 4, 2010   |  |  |
| <b>Revision Date Revision Notes</b>  |  |  |
| March 5, 2010 Senate IT Committee Changes  |  |  |