Audience

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

Policy Statement

This policy provides system maintenance timeframes for UMSL's Information Technology 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 classroom support servers, Pharos printing service and Instructional Support Services.

Administrative Services – including but not limited to; Web Applications running on apps/fusion.umsl.edu); Sharepoint; MyGateway; departmental shares; My Documents for Faculty/Staff; UMSL Homepages; and Oracle databases (e.g., SLPR)

Networking Services - includes Internet access from campus computers, network access to campus services, firewall maintenance, wireless access, Internet 1 and Internet 2 and MOREnet.

Not Covered

Enterprise Application Services (PeopleSoft Applications) - includes myHR (Human Resources), UM Web Applications (including Financials), Faculty, Staff and Student email, MyView (Student Administration) are applications that are supported on systems hosted by University of Missouri System. Maintenance and planned outages for those applications will be communicated to UMSL from Columbia.

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:

Date(s)	Timeframe(s)	Service(s)
Periodic		
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
Notification for Periodic maintenance will be given a minimum of 2 business days in advance.		
Annual		
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
Notification for Annual maintenance will be given a minimum of 14 days in advance.		

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.

Original Issue Date

February 4, 2010

Revision Date   Revision Notes

Revision Date	Revision Notes
March 5, 2010	Senate IT Committee Changes
November 30, 2018	ITS Updates