



Routine System Maintenance

Purpose

Network servers and equipment require services and/or routine upgrades in order to operate to their highest capability and in an efficient manner.

In an ongoing effort to minimize downtime on the LMU network, it is necessary for Information Technology Services (ITS) to periodically take servers and network equipment off-line for routine maintenance during scheduled periods.

This document defines LMU policy regarding the scheduling of network outage (offline) periods so that routing maintenance can be performed to ensure system stability.

Specifics

Two types of maintenance downtimes are defined.

- Routine Maintenance -- A weekly short downtime necessary for quick updates and patches.
- Comprehensive Maintenance -- A longer [monthly] downtime necessary for more significant enhancements.

The scheduled downtime intervals are:

- Routine Maintenance (Weekly)
 - Friday mornings, from 4:00 AM until 7:00AM
- Comprehensive Maintenance (Monthly and Holidays)
 - First Friday evening of every month from 7:00 PM until 7:00 AM Saturday
 - On any LMU observed holiday from 7:00 PM until 7:00 AM.

Every effort will be put forth by ITS to ensure that servers are taken off-line in a manner that will minimize interruption of connectivity and access to network resources.

This policy includes but is not limited to servers such as

- E-mail
- Web
- Printing
- File sharing
- DNS
- DHCP
- Help Desk
- Macintosh servers.

The academic calendar will be considered when scheduling outages. Alternate scheduling of routine maintenance will be done to accommodate the LMU community and maintain availability of services during critical periods. Services that affect the community during critical periods of the academic year will not be voluntarily taken offline. Examples of such events include Registration periods and financial deadlines.

Major system upgrades may require additional downtime. ITS will make a reasonable effort to advise the LMU community as far in advance as possible of any predicted extended outages.