1.0 STATEMENT OF POLICY

Network appliances, servers and other equipment require services and/or routine upgrades in order to operate to their highest capability and in an efficient and secure 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. In addition to normal weekly maintenance periods, services that require moderate to major updates may need additional scheduling considerations. Business units will be consulted whenever possible when scheduling moderate to major updates, which will include communicating to business unit representatives and the entire campus community for major planned outages. This document defines LMU’s policy regarding the scheduling of technology service outage (offline) periods so that routine maintenance can be performed to ensure system stability.

2.0 DEFINITION

2.1 Routine Maintenance

- Any operating system or application patch that is minor and does not increase the OS or application version number. These updates and patches are minor and require no functional testing prior to installation. Examples of routine maintenance include operating system patches that do not change the OS version level; application level modifications that do not significantly modify the user’s experience with the application.

2.2 Non-routine Maintenance

- Any update or upgrade process that changes the state of the service significantly. Updates in this category include any operating system or application version increases. Additionally, updates that fall under non-routine maintenance generally have functional testing requirements associated with the update/upgrade.
3.0 POLICY/PROCEDURE

3.1 Scheduled Maintenance Periods

- Weekly Maintenance Periods (Weekly)
  - Friday mornings, from 4:00 AM until 7:00AM

- Extended Maintenance Periods (Monthly and Holidays)
  - First Friday evening of every month from 7:00 PM until 7:00 AM Saturday
  - Night of Holiday from 7:00 PM until 7:00 AM next morning.

3.2 General Considerations to Scheduled Maintenance Periods

- All system maintenance shall be performed during scheduled maintenance period windows whenever possible. Exceptions may be made to accommodate business units’ needs.

- 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.

- Services include but are not limited to application and file services, network appliances as well as cloud services (where applicable).

- The academic calendar of the Westchester and Law School campuses will be considered when scheduling downtime.

- Alternate scheduling of routine maintenance will be done to accommodate the LMU community and maintain availability of services during critical periods. These critical periods are outlined in a separate document outlining change control blackout periods. These critical periods include, but are not limited to the beginning
of each academic term of both campuses, registration periods, final exam week, last week of semester and specific financial reporting due dates.

3.3 **Moderate to Major system updates may require additional downtime (non-routine maintenance)**

- Moderate to major system updates are updates beyond the scope of routine maintenance and generally include service downtime longer than 15 minutes.
- ITS will make a reasonable effort to advise the LMU community as far in advance as possible of any predicted extended outages.

3.4 **Communication of Service Outages**

- A list of services will be maintained for the purposes of establishing a communication matrix of business-unit leaders or their delegates that need to be notified of pending system or application updates for non-routine maintenance.

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<td>David Meske</td>
<td>March 6, 2017</td>
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**Notes:**
- Reformatted for current policy template
- Modifications made from UTC comments
- Further modifications from ITS Director feedback

February 4, 2016
April 6, 2016
September 2016