

ALGONQUIN COLLEGE DIRECTIVE	NO. OF PAGES 3	DIRECTIVE NO. A23
	ORIGINATOR College Technology Committee	
	APPROVED BY President's Executive Committee	
TITLE Information Technology Scheduled System Maintenance	EFFECTIVE DATE 2007.02.07	REPLACES New

PREAMBLE

Algonquin College is committed to providing a stable and reliable technology infrastructure for its community. In order to do so, there is a need for systems maintenance, upgrades and changes. These system modifications will be scheduled to minimize disruption to the College Community.

DEFINITIONS

- **Maintenance:** Maintenance includes any activity which requires a system or systems to become degraded or unavailable for a period of time for the purpose of upgrading, reconfiguring, modifying, replacing or changing it. Maintenance includes, but is not limited to software changes, hardware changes, network changes, patches, fixes or cabling.
- **Mandatory Maintenance:** Mandatory maintenance includes any maintenance that corrects an issue which:
 - a) Compromises the safety or security of students, faculty or staff (e.g. telephone systems, security systems, etc.).
 - b) Places the College network or information security at significant risk.
 - c) Elevates the probability for an unexpected system outage to be more than 5% (that is, if a system has greater than a 5% chance of unexpected failure, and scheduled maintenance can reduce it, then the maintenance will be considered mandatory).
 - d) Could cause physical damage to equipment.
 - e) Could cause unacceptable performance (less than 70% of optimal performance) on the system, another system, or the network.
 - f) Is otherwise deemed mandatory by the client community and Information Technology Services.

- **Non-Mandatory Maintenance:** All other maintenance is considered non-mandatory.
- **Maintenance Windows:** A maintenance window is a period of time pre-scheduled for maintenance. The particular system is likely to be unavailable or degraded for this period of time.
- **Change “Freeze” Periods:** These are important periods of time to the operation of the College when, to ensure that systems remain stable, only Mandatory Maintenance is to occur.

POLICY

In general, any planned systems maintenance will be scheduled for a time which has the lowest impact on the College Community. Furthermore, to reduce the amount of change at critical times in the academic calendar, there will be predefined change “freeze” periods during the Academic year. This will ensure that the delivery of course materials will not be impacted by systems maintenance. In cases where it is felt that a change must be made because the infrastructure is unstable or may potentially become unstable (mandatory change), exceptions may be made.

CHANGE FREEZE PERIODS

The change “freeze” periods will be as follows:

- The first three weeks of every term
- Two week prior to the beginning of exams and until the day after grades are released to students.

Any exceptions to this change “freeze” period must be approved by the College Technologies Committee.

MAINTENANCE WINDOWS

a. Normal Maintenance Windows

In general, maintenance will be performed at times which will minimize disruption to the operation of the College. These will be scheduled outside of normal College hours of operation.

b. Maintenance Windows for Specific Services

Specific services may have different preferred maintenance windows based on their peak use, critical operational periods and client community. These maintenance windows will be determined with representatives of the client

community. For example, the Finance System will have different peak periods from the Student Information System.

c. Extended Maintenance Windows

There will be periods when significant upgrades may be required during the year that may take longer than the normal maintenance windows. This maintenance will take place at periods that have the least impact on the client community. During this time, all students, staff and faculty can expect to experience system degradation or unavailability for any Information Technology infrastructure or service:

- During the week between Christmas and New Year's Day (the College approved "shut-down period" each day, all day).
- The first Sunday of the annual study break in February for the entire day (i.e. midnight to midnight).

PROCEDURES

- a. All systems maintenance will follow the standard Information Technology Services Change Management process.
- b. All systems maintenance of a significant nature will require approval for the following the standard Information Technology Services' guidelines. This will involve seeking approval from client community representatives, stating the nature of the change and its impact, and stating the time and duration of the expected maintenance, as well as the method of communications to the College Community for the maintenance.
- c. Both mandatory and non-mandatory changes will be communicated to the client community in an appropriate manner predetermined by representatives of the client community for the specific system.

(original signed by)

Vice President, Administration