

Monthly Technology Maintenance Plan and Schedule

Technical Services (TS) will perform its scheduled monthly technology maintenance on the first or second Fridays of each month, starting at 6:00 PM and ending at 6:00 AM the following morning. The monthly maintenance program is a preventive measure essential to providing stable and secure systems to the University.

2023- 2024 Technical Services Maintenance Schedule

Date	Status
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Avoid academic and administrative calendar conflicts. Scheduled maintenance for the first or second Friday of the month usually avoids conflicts with most academic and administrative activities.

All TS systems and networking have a single consolidated maintenance period. A single monthly maintenance period eliminates confusion for end-users, minimizes the number of service disruptions, and provides coordination for the TS infrastructure groups.

Unplanned Outages

This plan does not exclude the need for an occasional unplanned outage. On rare occasions, security vulnerabilities or performance problems may necessitate unscheduled outages during normal work hours. Every effort will be made to inform the University of these outages ahead of time, and services will be restored as quickly as possible.

Maintenance Blackouts

Exceptions to the maintenance schedule will be shown on the calendar as "Blackouts." During Blackout periods, no major changes or maintenance will be performed except as required to respond to or prevent a system outage, service disruption, or emergency; or for changes required to comply with business process changes for regulatory systems. These "Blackout" periods correspond to peak usage periods during the academic year (such as before or directly after the start of classes, finals, etc.)

Along with scheduled blackouts, there may be times when the regularly scheduled maintenance must be canceled. Please contact Technical Services in advance if a cancellation is required. The cancellation request will be evaluated, and a final determination will be made as quickly as possible.

Questions?

Please get in touch with the Director of Technical Services, Willette Totten, at 870-575-4773 or tottenw@uapb.edu with any questions about this plan or the schedule.