

Number:	06.3.2	Page:	1 of 1
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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	OW Thomasson	Reviewing Unit:	Quality Assurance
Title:	Maintenance Windows Standard		
Description:	This document is the operating standard for Maintenance Windows.		

Maintenance Windows Standard

1. General Statement of Purpose
 - 1.1. The purpose of this document is to define the maintenance windows for the various systems and applications maintained by OMES/ISD.
2. Scope
 - 2.1. This document covers each of ISD's standard maintenance windows.
3. Discipline
 - 3.1. Business Quality Standards
4. Discussion
 - 4.1. Mainframe
 - 4.1.1. **Monday 12AM – 7AM** = Activities that impact everyone on the mainframe.
 - 4.1.2. **Sunday 7AM – 7PM** = Activities supporting an agency (coordinated with the agency).
 - 4.2. CORE Servers
 - 4.2.1. **2nd and 4th Saturday** of each month and **2nd Weekend** of each quarter.
 - 4.3. Network
 - 4.3.1. **7PM – 10PM each Tuesday and Thursday** and **5PM – 9PM one Saturday** per month (not the 2nd or 4th Saturday). This includes Switch and Firewall Maintenance.
 - 4.3.2. At no time will Network maintenance coincide with CORE maintenance.
 - 4.3.3. Time frames to avoid by agency (besides normal business hours 7AM – 7PM Monday through Friday).
 - 4.3.3.1. Lottery commission – 8:30PM – 9:30PM daily.
 - 4.3.3.2. Department of Public Safety – Midnight – 6AM, especially Saturday night/Sunday morning.
 - 4.3.3.3. Historical Society – 8AM – 5PM Saturday.
 - 4.3.3.4. Tax Commission – 8AM – 1PM Saturday.
 - 4.4. Servers
 - 4.4.1. **7PM – 10PM each Tuesday** and one **Saturday** per month (not the 2nd or 4th Saturday unless confirmed there is no CORE maintenance activity).
 - 4.5. Wiki (Communities of Practice)
 - 4.5.1. Coincides with Server maintenance window.
 - 4.6. SDE/WAVE
 - 4.6.1. **2PM – 5PM each Thursday** and one **Saturday** per month (coordinated with Server group and SDE users).
5. Limitation or Implementation Notes
 - 5.1. All planned maintenance to production environments must be presented to and approved by the Change Approval Board (CAB) prior to performing the maintenance.