



Administrative Policy

Policy Title:	Information Technology Maintenance
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Office Responsible:	Information Technology
Reviewing Committee:	Process Management
Related Policies:	
Related Laws:	

Policy Summary: Information Technology Maintenance

Information technology is committed to providing dependable, reliable, secure and accessible systems and services. Information technology is also responsible for complying with state and federal regulations and auditor requirements.

Scope

This policy applies to all users of Jackson College technology services, at all sites.

Definitions

Maintenance Window: Periods of time designated in advance to perform maintenance to systems or upgrade technology, including but not limited to updates to servers, changes to information systems, or the implementation of new systems. During these maintenance windows, information technology services may not be available to the user community.

Service Owners: The person or people responsible for a location or department, to make sure stakeholders' needs are being met.

Normal Business Hours: 7:00 a.m.-7:00 p.m.

Reload: Removing all existing data and programs from a computer and reinstalling updated software.

Policy Statement

To maintain compliance with state and federal regulations and auditor requirements, information technology has established regular maintenance windows to fulfill responsibilities concerning the technology services provided.

Maintenance Windows and Impact: Information technology will make every reasonable effort to perform maintenance at times that affect the least amount of users during normal business hours. Many services have maintenance windows that are scheduled in advance in collaboration with key users. Any exceptions to the maintenance windows will follow the procedures listed below.

Exceptions to the scheduled maintenance windows:

- a. Emergencies may require system downtime due to system failure in infrastructure such as power, networking or environmental control. Downtime will be based upon the timeframe during which the emergency occurs.
- b. Information technology will notify each department's designated contact and/or affected users concerning emergency outages as far in advance as possible, but no later than 30 minutes after information technology is aware of the issue. Notification may be made to the affected individual or department via broadcast telephone or e-mail, depending upon the nature of the emergency and the department's requirements. If notification is made by telephone, follow-up written notification will be provided via e-mail if possible.
- c. Vendor-driven changes and/or maintenance may require system downtime. IT staff will make every effort to schedule vendor-driven changes within the standing maintenance windows. However, vendors may require us to work within normal business hours.
- d. Isolated changes that will impact users in a limited physical area, or a specific user group, will be scheduled after consulting with the appropriate group.
- e. An instructor or presenter may need to relocate to another available room in the case of a technology failure or emergency maintenance. Faculty and presenters must have a backup plan in the event of a technology failure.

Notifications:

- a. Notifications to the user community will not be required for the standing maintenance windows defined above.
- b. When a required technology upgrade or network service maintenance cannot be performed during the standing maintenance windows, IT will notify the designated contact (see service owners) in advance, via e-mail and/or phone.

Requests to Defer Maintenance: Repeated requests to defer maintenance may negatively impact the performance and availability of the systems or applications. Repeated deferral of maintenance at the department's request may also have an adverse impact on information technology's ability to meet service level objectives.

Departments may make a written request via e-mail for an alternate time for scheduled maintenance. Information technology must receive the request at least 48 hours in advance of the scheduled maintenance time. While information technology will make every reasonable effort to accommodate the department's request, circumstances may occur in which information technology will be unable to do so. If no written request to reschedule maintenance is received from the department, maintenance will proceed as planned.

Service Owners Expectations: The service owner in each location is expected to:

1. Provide information technology with a designated contact for service outages.
Please note: IT will attempt to contact this person within 30 minutes to notify them of an outage. If IT is unable to reach this person they will leave a message via the available methods which may include e-mail or voicemail.
2. Coordinate and communicate planned maintenance times with stakeholders.
3. Assist information technology in communicating the outages in their area(s).
4. Coordinate scheduled maintenance times in the scheduling system via the scheduling office.
5. Move other services/events to accommodate emergencies and post those changes to users.

Date of Change	Version	Description of Change	Responsible Party
10/31/2012	1.0	Initial Version	J. Dobbs
04/21/2015	2.0	Biannual Review	J. Dobbs
12/10/2015	3.0	Update for style guide	D. Schissler