











IT Services Status Report

Systems Status:

NORMAL

Internet & Network	
Email	
Mitel SoftPhone	
Moodle	
Phone	
Printing	
Unit 4	
Website	
Wireless	
Zoom	

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CURRENT ISSUES.

IT Services will be conducting emergency upgrades to Groupwise email servers on **Saturday, October 24th from 12:00 PM to 2:00 AM** and on **Sunday, October 25th from 2:00 AM to 8:00 AM PST**.

Staff on Castlegar and Nelson campuses may experience sporadic email outages during this time frame. The existing Groupwise client will continue working post maintenance window but an upgraded Groupwise client will be deployed at a later specified time.

Date	Status	Details
22 Aug 2020	Complete	Unit4: Saturday, August 22nd: 09:00 - 21:00 : Routine Maintenance Unit 4 ERP (Timesheets, Payroll, Purchasing, Expenses)
24 Aug 2020	Resolved	Some Moodle servers are not responding. This includes Moodle.selkirk.ca and online.selkirk.ca . We are working to resolve the issue as quickly as possible
29 Mar 2020	Resolved	Zoom: We are experiencing a Zoom licensing issue. Users are unable to create a meeting with more than 3 people or longer than 40 minutes. Our vendor has been contacted and is working to resolve the issue as quickly as possible.
08 Apr 2020	Resolved	SoftPhone: Some users are reporting trouble connecting to the Mitel Softphone from their laptops/desktops at home. ITS is investigating the issue.
25 Jun 2020	Resolved	Nelson Campuses are experiencing Email disruptions. IT Services is currently investigating the issue.

14 Jul 2020	Complete	<p>Moodle Summer Upgrades</p> <table border="1" data-bbox="386 184 889 680"> <thead> <tr> <th data-bbox="393 193 586 233">Server</th> <th data-bbox="596 193 727 233">Date</th> <th data-bbox="737 193 883 233">Outage Time</th> </tr> </thead> <tbody> <tr> <td data-bbox="393 245 586 279">arts.selkirk.ca</td> <td data-bbox="596 245 727 279">July 8, 2020</td> <td data-bbox="737 245 883 279">8-10pm</td> </tr> <tr> <td data-bbox="393 291 586 325">trades.selkirk.ca</td> <td data-bbox="596 291 727 325">July 8, 2020</td> <td data-bbox="737 291 883 325">8-10pm</td> </tr> <tr> <td data-bbox="393 338 586 371">spectrum.selkirk.ca</td> <td data-bbox="596 338 727 371">July 8, 2020</td> <td data-bbox="737 338 883 371">9-11pm</td> </tr> <tr> <td data-bbox="393 384 586 417"></td> <td data-bbox="596 384 727 417"></td> <td data-bbox="737 384 883 417"></td> </tr> <tr> <td data-bbox="393 430 586 464">committee.selkirk.ca</td> <td data-bbox="596 430 727 464">July 13, 2020</td> <td data-bbox="737 430 883 464">8-10pm</td> </tr> <tr> <td data-bbox="393 476 586 510">esl.selkirk.ca</td> <td data-bbox="596 476 727 510">July 13, 2020</td> <td data-bbox="737 476 883 510">9-11pm</td> </tr> <tr> <td data-bbox="393 522 586 556">llearn.selkirk.ca</td> <td data-bbox="596 522 727 556">July 13, 2020</td> <td data-bbox="737 522 883 556">9-11pm</td> </tr> <tr> <td data-bbox="393 569 586 602"></td> <td data-bbox="596 569 727 602"></td> <td data-bbox="737 569 883 602"></td> </tr> <tr> <td data-bbox="393 615 586 648">online.selkirk.ca</td> <td data-bbox="596 615 727 648">July 14, 2020</td> <td data-bbox="737 615 883 648">8-11pm</td> </tr> <tr> <td data-bbox="393 661 586 695">moodle.selkirk.ca</td> <td data-bbox="596 661 727 695">July 14, 2020</td> <td data-bbox="737 661 883 695">8-11pm</td> </tr> </tbody> </table>	Server	Date	Outage Time	arts.selkirk.ca	July 8, 2020	8-10pm	trades.selkirk.ca	July 8, 2020	8-10pm	spectrum.selkirk.ca	July 8, 2020	9-11pm				committee.selkirk.ca	July 13, 2020	8-10pm	esl.selkirk.ca	July 13, 2020	9-11pm	llearn.selkirk.ca	July 13, 2020	9-11pm				online.selkirk.ca	July 14, 2020	8-11pm	moodle.selkirk.ca	July 14, 2020	8-11pm
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08 Sep 2020	Resolved	Kaslo power outage effecting services on the Kalso campus.																																	
21 Sep 2020	Resolved	Wifi services have been restored at 10th Street Campus.																																	
25 Sep 2020	Complete	<p>8:00 AM to 10:00 AM: Unit4 will be intermittently unavailable with possible suspension of all Unit4 Services (<i>i.e. timesheets, payroll, absences, expenses, purchasing</i>). While the system may appear intermittently available, please remain out of the system until after this window is complete to ensure data integrity.</p>																																	
26 Sep 2020	Complete	<p>9:00 AM to 9:00 PM: Unit 4 Maintenance Outage from noon and until midnight. Access will be suspended to All Unit4 Services (timesheets, payroll, absences, expenses, purchasing). You may notice periods of intermittent access to the system, but we recommend that you stay out of the system until after the maintenance window is complete.</p>																																	
26 Sep 2020	Complete	<p>8:00 PM to 10:00: Mitel phone upgrades; Phone and soft phone service may be intermittently unavailable.</p>																																	
01 Oct 2020	Resolved	Moodle and other services restored.																																	
08 Oct 2020	Complete	<p>IT Services has planned an emergency upgrade on the Mitel phone system scheduled for Wednesday, October 7th, 2020 between 6:00 PM PST- 10:00 PM PST.</p> <p>Impact: This will impact softphone connections, voice mail and desk phones at various times throughout the outage window. This will effect users at all campus locations.</p>																																	
10 Oct 2020	Complete	<p>On Saturday, October 10th, between the hours of 12:00 PM – 2:00 AM P STIT Services will be moving the Nelson Groupwise post office from 10th Street Campus to the Silver King Campus datacenter. Email services for all Nelson staff will be temporarily unavailable during this time.</p>																																	