

# ITS Maintenance Windows

- [Scope](#)
- [Routine Maintenance](#)
- [Major Maintenance](#)
- [Emergencies](#)
- [Communication and Announcements](#)
- [Exception - Projects](#)
- [Excluded Dates](#)



## Related Articles:

- [ITS Maintenance Windows](#)

## Scope

Define an established maintenance window schedule that minimizes risk to the institution and accommodates staffing / expertise in the ITS department.

## Routine Maintenance

Work that has a low risk, but a risk nevertheless, of disrupting services will take place during our routine maintenance window.

Routine maintenance windows are **every Wednesday 5:00 AM – 6:00 AM PST**.

System backups occur nightly from **Monday - Sunday 11:00 PM – 5:00 AM PST**, performance of services may be degraded during this time.

UBW updates occur routinely **every Saturday from 6:00 AM – 6:00 PM PST**, UBW services will be unavailable.

## Major Maintenance

Work that requires the disruption of one or several established (production) services, will take place during our major maintenance window.

**Major maintenance windows are every second and fourth Saturday of the month between the hours of 12:00 PM – 2:00 AM PST.**

ITS will announce planned major maintenance 3 to 7 days before the outage, with a preference towards giving as much notice as possible.

Major maintenance will typically also occur during the Christmas break, reading week, summer months when there is less student activity.

## Emergencies

During an emergency or crisis, ITS may shut down, restart, modify hardware, or do any number of disruptive acts in order to repair or protect an existing service.

## Communication and Announcements

During emergencies and if maintenance issues go beyond what is expected, ITS will communicate notices and updates via email and/or <http://go.selkirk.ca> (preferred), specifically at <https://go.selkirk.ca/display/KB/IT+Services+Status+Report>

Communication method	Requirement
Post on <a href="#">ITS status report page</a>	Always
Post details on the affected service main page (e.g. Moodle, Jira)	As Needed
Email Announcement to college	As Needed
Email Announcement to group of users or business units	As Needed

*Examples of communication requirements*

## Exception - Projects

Project related work is excluded from maintenance windows and will be scheduled to minimize disruption to business units and prioritize existing routine and/or major maintenance.

## Excluded Dates

IT Services will exclude un-necessary routine or major maintenance activities on below date ranges.

- Mid Term Weeks
- Final Exam Weeks