



INFORMATION TECHNOLOGY POLICY/PROCEDURE/PROCESS

Title:	Scheduled and Unscheduled Systems Maintenance Procedure and Communications Plan	Document Number: 709
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1. Purpose

Define the protocol for addressing scheduled and unscheduled systems maintenance and how to communicate the status of systems that will/may not be available to our employees/users. Systems are defined as hardware and (or) software applications.

1.1. Rationale

- Routine systems maintenance is required to maintain the security, integrity, and availability of our systems. Because this maintenance can and may affect our users it is imperative that all systems maintenance schedules are communicated to our users.
- Proactively communicating scheduled maintenance will allow for more efficient problem resolution.
- Unanticipated issue(s) will occur from time-to-time. When this occurs it is crucial that the issues are addressed immediately by the right resources and the status of the issue(s) is communicated to all affected users until it is resolved.

2. Responsibilities

2.1. Scheduled Systems Maintenance

- Routine scheduled maintenance of the City's IT systems will be performed during the following defined ITSD Maintenance Windows. Discretion will be used by IT staff on the time maintenance will be performed in order to minimize any interruptions or the maintenance window will be suspended.

If noticeable systems operations will be affected a communications to the affected employees and the ITSD department must be sent out by a member of the infrastructure team. The “Help” account in Outlook will be used.

- **Maintenance Window 1 (IT Server Systems)** will be on Tuesdays from 5:15 PM to 11:59 PM. The availability of certain City systems will/may overlap the maintenance window.
- **Maintenance Window 2 (IT Server Systems)** will be on Sundays from 8:00 AM to 2:00 PM. The availability of certain City systems will/may overlap the maintenance window.
- **Maintenance Window 3 (IT Server Systems)** will occur daily from 3:00 AM to 6:00 AM. The availability of certain City systems will/may overlap the maintenance window.
- **Maintenance Window 4 (PC Software Updates)** will be on every Wednesday from 7:00 PM to 11:59 PM. Users should save their work as they leave for the day, understanding that maintenance may necessitate computer reboots. The computer should be locked or logged off BUT remain powered on. There is a possibility that computers may need to be rebooted the following day if the computer was not powered on during the maintenance window.

The maintenance window will be advertised to all city employees and no communications to our employees will be required if systems maintenance is routine and is performed during this window. Routine maintenance is primarily a proactive task applied to our systems on a regular basis in order to maintain our systems and software at a level recommended by our vendors.

2.2. Unscheduled Systems Maintenance

- Unanticipated problems will occur from time-to-time and our systems will become unavailable. If this happens, the affected employees/users must be advised immediately and updated on the status until the issue(s) is resolved. Below are the procedures to follow when this occurs:
 1. When a member of the ITSD team has determined there is a systems problem, identify the issue(s) and create a Help Desk ticket.
 2. If you are unable to resolve the issue, immediately send an email to O365InfrastructureTeam@a2gov.org advising them of the Help Desk ticket and issue.
 3. A member of the Infrastructure team will work with ITSD team member that reported the issue to understand the problem and immediately send an email to all affected users and the ITSD Department, using the “Help” account in Outlook, advising them of the problem along with clear and concise instructions.
 4. The ITSD team member and (or) the Infrastructure team member will troubleshoot the issue and the Infrastructure team member will

update users and the ITSD Department at their discretion and based on the urgency, until the issue(s) is resolved.

5. If determined the system needs to be taken down for maintenance the Infrastructure team member will advise the users and the ITSD Department on the date and time this will occur.
6. The Infrastructure Team member will update the Help Desk ticket with milestone information and at their discretion.

3. Unscheduled Systems Maintenance Process Flow

