The University of Scranton
Planning & Information Resources Division
Planned Downtime Notices Procedure

This document outlines procedures for the setting and communication of planned downtime of systems, networks, and other services at the University of Scranton.

A. **Statement of Procedure:** The Planning & Information Resources (PIR) Division will follow a standard set of procedures for setting and communicating to others planned downtime of systems, networks, and other services. Downtime is defined as unavailability of an enterprise level information technology service.

B. **Areas of Responsibility:** *Network* downtimes are coordinated by Network Infrastructure. Enterprise server downtime affecting enterprise level services like Banner, my.scranton, RoyalDrive, etc. are coordinated by Systems & Operations. *Database downtime* is coordinated by Database Systems & Operations. Enterprise level software application downtime is coordinated by I.T. Development & Applications. These offices will notify all relevant departments within PIR and coordinate the appropriate timing for the outage and the distribution of downtime notifications to the parties affected. In all cases, effort is made to schedule downtimes to periods of time when they will be least disruptive to campus, such as holiday breaks and Saturday and Sunday mornings.

C. **Procedure Details:** The process for notification of planned network and/or service downtimes is as follows:
   1. Once a downtime date/time span has been determined by one of the departments listed above, the PIR Leadership team will be notified via email 1 week in advance of the planned downtime. This notification will include purpose of the downtimes; the systems, networks, or services that will be unavailable or otherwise impacted; the day/date start and end times of the downtime; and contact information for the individual or office coordinating the downtime. The Leadership Team reserves the right to cancel the planned downtime up to the moment of the downtime for reasons including, but not limited to, customer support issues/events, presentations, demos, and other conflicts.
   2. Official downtime notifications are shared with the members of the University community who will be affected by the outage via email using the “downtime-notices” communication list\(^\text{1}\). Communication will also be sent to the Technology Support Center. The notification will include the purpose of the downtimes; the systems, networks, or services that will be unavailable or otherwise impacted; the day/date start and end times of the downtime; and contact information for the individual or office coordinating the downtime.

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\(^1\) The “downtime-notices” list is a subscription-based communication list managed by Systems & Operations.
Effective July 1, 2011

3. If the downtime will affect my.scranton or any element of the Banner database, downtime notification will be sent to the following groups: Banner coordinators, Data and Technology Coordinators, the Technology Support Center, and the Planning & Information Resources IT Development & Applications listserv.

4. A notification of the downtime is posted as an announcement to the my.scranton portal.

5. Upon completion of the downtime, notice will be sent to the “downtime-notices” list, the Technology Support Center, and the PIR Leadership Team confirming its conclusion and the restoration of impacted services.

Note that in the event of an emergency, notification of network and/or service downtime will be sent to the impacted parties as soon as is possible. Unplanned downtime resulting from an emergency or other incident will be handled following the Planning & Information Resources Incident Management Guidelines.

D. References:
Refer to the Incident Management Guidelines noted in part C above. Contact the IT Services department for more information.

E. Date of Implementation: This procedure is effective as of July 1, 2011. This procedure is reviewed annually and will be updated as appropriate.

Planning & Information Resources Approval:


Jerome DeSanto, VP Planning & CIO

June 28, 2011

Date Approved