

**TRUMAN STATE UNIVERSITY  
POLICY AND PROCEDURES GUIDE**

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<u>DATE</u>	<u>SUBJECT</u>	<u>NUMBER</u>
12/15/03	System Maintenance Window	III.11

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I. Need for Policy

Network servers and equipment require service and/or upgrades from time to time in order to operate to their highest capability and in an efficient manner. In order to minimize the downtime of the Truman networks, ITS requires a regular maintenance window.

II. Definitions

**ITS** – Information Technology Services

**ITAC** – Information Technology Services Advisory Committee

III. Statement of Policy

- ITS reserves the right to take servers and network equipment down for maintenance or repair every Friday night from 9:00PM to Noon the following day.
- ITS reserves the right to take servers and network equipment down for maintenance on the third Thursday of each month, from 8:00PM until 6:00AM the following morning, and also on any Truman observed holiday.

IV. Scope

ITS will notify the University community by normal means of communication the intention of invoking the maintenance window. Most server maintenance can be done within a couple of hours, and servers will only be taken down in a manner that will minimize downtime of all network services within this maintenance window. This does not mean that every Friday night or every third Thursday or holidays that all servers and network access will be down for 12 hours. Those services that affect classes during this timeframe will not be taken down until classes are complete.

This policy includes, but is not limited to, servers such as web, print, file sharing, DNS, DHCP, Help desk, and Macintosh servers.

V. Exceptions

This maintenance window does not apply to the administrative systems.

VI. Attachments

None.

VII. Approvals

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Approved by: ITAC on Dec 15, 2003