

Drake University Maintenance Policy for OIT Systems

Background

Maintenance is performed on OIT systems at scheduled times during the year to prevent unscheduled outages of mission-critical applications at critical times. Maintenance windows are also used to apply application and operating system related upgrades. Maintenance impacts all users of Drake OIT production systems including faculty, staff, students, applicants, alumni, parents, the board of trustees and friends of Drake. This document describes the maintenance policies in effect for OIT systems.

Scope

Major applications covered under this policy include (but are not limited to):

- DUSIS which includes: Sungardhe Banner including Self Service, Bookshelf and Online Help, Sungardhe Banner Xtender Solutions, Sungardhe Workflow, Eprint
- Luminis which includes: Sungardhe Luminis Content Management System (blueView), Sungardhe Luminis Platform System (SiteStudio)
- AdAstra Room Scheduling
- Zimbra
- Active Directory
- Track-It!, Ruffalo Cody, Xpressions Voice Mail, Web Xtender, BlackBoard, Retrospect Desktop Backup Server, Alvarado Ticket System, Accounting File Server, Iowa Student Loan Database, Drake Security Server

Routine Maintenance Schedule Development

- i. The maintenance schedule is initially proposed by the Director of Computer Information Systems a minimum of six months in advance. There is one maintenance date scheduled each month. Maintenance dates are scheduled and to start at 4:00 p.m. on a Friday to ensure that vendor support is available. Once started, maintenance is continued until it is complete, even if this sometimes takes longer than planned.
- ii. The proposed maintenance schedule will be reviewed electronically by CAAD. CAAD will provide input to the schedule, particularly with respect to any impact on classes or other activities of students, faculty or Deans' Offices via email to the Director of Computer Information Systems. CAAD will be notified via e-mail by the Director of Computer Information Systems when there are maintenance dates to review.
- iii. Representatives from CAAD who sit on the DUSIS Team Leaders committee will bring the CAAD input to DUSIS Team Leaders where the schedule will be finalized. DUSIS Team Leaders will respond via email to requested changes by CAAD if there are reasons that those requests cannot be met.
- iv. DUSIS Team Leaders and CAAD have joint responsibility to support the maintenance schedule in their respective units once it has been determined.

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- v. Changes will not be made to the maintenance schedule for the coming month without the approval of the Director of Computer Information Systems. This is to ensure that all Drake constituents can adequately be notified if there is a change in a maintenance date.

Maintenance Required Out of Schedule

Occasionally, emergency maintenance windows are required that were not scheduled. The Director of Computer Information Systems will notify CAAD and DUSIS Team Leaders of the needed maintenance and get approval from DUSIS Team Leaders on the date and time if time permits. Situations may arise where there is not sufficient time for an approval process. The Director of Campus Information Systems may declare an emergency maintenance window when required.

Maintenance Communication

The routine maintenance schedule will be published and kept up to date on the public website at <http://www.drake.edu/it/information/index.php>. It will also be published in a channel in blueView called OIT Systems Maintenance Schedule on the DUSIS Tools tab in blueVIEW, but will also be available for placement on any tab by all University constituents with access to blueView. Additionally, announcements reminding University constituents of scheduled maintenance will be placed in blueView targeted announcements during the week of maintenance. These announcements will include the next 3 maintenance dates so that constituents can plan for the systems to be unavailable in the future.

Emergency maintenance schedules will be communicated via email by the Director of Computer Information Systems to the DUSIS Team Leaders and CAAD members and announcements will be placed blueView if time permits. The reason for the emergency maintenance will be explained to DUSIS Team Leaders and to CAAD by the Director of Computer Information systems as soon as possible. A targeted announcement will also be placed in blueView explaining the emergency outage.