Montgomery College
Office of
Information
Technology

IT Standard
PRODUCTION MAINTENANCE WINDOW

Standard: IT14002
Original Effective Date: 10/01/2019
Last Revised:

Last Reviewed:
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Administrative Owner: IT Client Services

PURPOSE

The IT Production Maintenance Window is a defined period of time during which planned outages and changes to production services and systems may occur without notice to end users. The purpose of defining standard Maintenance Windows is to allow users of the service to prepare for possible disruption or changes.

Benefits of IT Maintenance Windows include the following:

- Provides a regularly scheduled planned outage period when routine preventative maintenance can be performed at a time when few are likely to be impacted.

- Reduces emergency IT outages due to preventative maintenance activities.

- Reduces the average length of unexpected outages due to regular maintenance activities.

- Improves reliability and performance of IT systems and services.

- Allows the Office of Information Technology to communicate these regularly scheduled planned outages so students, faculty and staff can better plan their activities that may coincide with the scheduled Maintenance Window.

- Allows the Office of Information Technology to more effectively and efficiently schedule and utilize IT resources.

SCOPE

The Maintenance Window may apply to production applications, services, and supporting IT systems of the College. The Maintenance Window does not apply to updates and fixes which may need to be implemented on an emergency basis. (I.e. - Urgent Change Orders)

Outages and changes may be applied when needed outside of the Maintenance Window under the following conditions, including but not limited to:

- Limited scope updates.

- Minimal risk situations.

- Emergency updates and fixes.

- Major system upgrades that can not be completed during the Maintenance Window.

Outages and changes applied outside of the regular Maintenance Window will only be done with appropriate approval(s) as per the IT Change Management process.

DEFINITIONS

Term	Definition
Change Manager	Administers the change management process and is responsible for the day-to-day Change Management activities.
Maintenance Window	The defined period of time during which planned outages and changes to production services and systems may occur without notice to end users.
ERP Application	The Banner system is the Enterprise Resource Planning (ERP) system of Montgomery College.

STANDARD

A. General

1. All individuals working on behalf of the College to provide and manage IT services have the responsibility to comply with existing Federal, State, and local laws and regulations, College Policies and Procedures, and IT Standards in order to protect College data and computer technology resources.

B. Maintenance Window Schedule

The Office of Information Technology reserves the following window of time as its designated Maintenance Window:

1. Every weekend, beginning Saturday night at 10:00 PM through Sunday morning at 8:00 AM. Applications and services may not be available during this period of time.

2. For MC's ERP application (Banner), no work may begin before 12:30 AM on Sunday mornings.

C. Maintenance Window Notification

1. The Change Manager will post the Maintenance Window time periods on the online IT Change Calendar.

2. Standard notices of Maintenance Window timeframes will be posted on the College's MyMC portal's home page and the Office of Information Technology's website home page.

EXCEPTIONS

This standard is applicable as of its Effective Date. There may be times when planned upgrades with resulting system down times will need to be made outside of the standard Maintenance Window. These will be approved and scheduled through the Office of Information Technology's Change

Management process. Other exceptions to this standard will be considered on a case-by-case basis in accordance with the IT Standard Exception Request Form or as approved in writing by the Information Privacy & Security Director.

COMPLIANCE AND RECOURSE FOR NON-COMPLIANCE

Montgomery College has established College Policies/Procedures, and OIT has established IT Standards and Processes and associated guiding documents to provide appropriate protection of technology resources, to assure protection of personally identifiable and sensitive information, and to promote privacy. Any faculty, staff, contractor, or vendor found to have violated any part of College Policies, Procedures or IT Standards or Processes may be subject to disciplinary action and/or legal action.

RELATED DOCUMENTS

- Acceptable Use Policy and the accompanying Procedure/Guidelines Statement
- IT Standard #14003, Production Change Blackout Periods
- IT Change Management Process Document
- Notice to Information Systems and Data Users

WEB SITE ADDRESS FOR THIS STANDARD

APPROVALS / REVISION HISTORY

DATE	VERSION / REVISION / NOTES	APPROVER
October 1. 2019	Original roll-out of this Production Maintenance Window document.	Patrick Feehan, Information Security and Privacy Director/ITPA
September 30, 2020	Decided upon and added review cycle dates. (Version 1.1)	Nell Feldman / Keith Wilson