(A) Purpose

This standard is intended to define specific outage windows and associated change control requirements.

(B) Associated Policy

Scheduled and Unscheduled Computer Downtime policy, 3364-100-05-01.

(C) Standard

This standard defines specific outage windows for planned service interruptions to information technology services. This standard complements the Scheduled and Unscheduled Computer Downtime policy, 3364-100-05-01, for UTMC health care related systems.

Current Information Technology change control and communication processes will be utilized to coordinate and gain approval for all planned outages.

(D) Outage Windows

Outages will be planned during coordinated outage windows. Requests for exceptions must be approved by the Vice President, Information Technology.

(1) Health Care Systems and Infrastructure
   Thursdays 11:00pm until Fridays 3:00am

(2) Academic/Enterprise and Infrastructure
   Sunday mornings 12:01am until 8:00am

(E) Unplanned Outages and Emergency Requirements

This standard does not limit or restrict any prudent and necessary actions to restore services and functionality following unplanned outages or significant performance degradation. Every effort should be made to minimize outages during peak usage periods.
(F) Enterprise Changes

Efforts should be made for non-outage creating changes to be made at times that avoid peak usage periods.