pennsylvania
OFFICE OF ADMINISTRATION
INFORMATION TECHNOLOGY

Information Technology Policy

Enterprise Services Maintenance Scheduling

ITP Number	***Effective Date***
ITP-SYM010	March, 2014
Category	***Supersedes***
Recommended Policy	ITP-NET015
Contact	***Scheduled Review***
RA-itcentral@pa.gov	March 2015

This ITP establishes policy for Enterprise Services Maintenance Scheduling

1. Purpose

To establish policy, responsibilities, and procedures for maintaining and restoring service to the Commonwealth's Enterprise Services.

2. Scope

This ITP applies to all departments, boards, commissions and councils under the Governor's jurisdiction that use IT services delivered/managed by OA/OIT. Agencies not under the Governor's jurisdiction that use services supported by OA/OIT will also be subject to this policy, as the OA/OIT itself is subject to the policy and will not be able to provide IT services without following it.

3. Definitions

3.1 Emergency Maintenance - Maintenance necessary when a problem exists on any Enterprise infrastructure component or Enterprise Service that is causing major disruptions to one or more agencies.

3.2 Enterprise Maintenance – Maintenance is considered Enterprise if:

- **3.2.1** It affects any Enterprise infrastructure component or Enterprise service
- **3.2.2** It affects two or more agencies at one site
- **3.2.3** It affects two or more agencies at multiple sites
- **3.2.4** It affects one agency at multiple sites

3.3 General Maintenance - Maintenance performed by a service provider. This type of maintenance is performed on the service offering which affects multiple customers, and is vital to the integrity of the services provided.

3.4 Immediate Maintenance - Maintenance necessary when a problem exists on any Enterprise infrastructure component or Enterprise Service that has the potential to cause major disruptions to one or more agencies.

3.5 Standard Maintenance - OA-approved, risk-assessed, routine administrative maintenance on an Enterprise infrastructure component or Enterprise service.

4. Objective

To control and manage requests to affect changes to all aspects of IT services to promote business benefit while minimizing the risk of disruption to services. Change Management co-ordinates, controls and manages the implementation of changes to IT Services by authorizing and reviewing test, implementation and release plans.

5. Policy

The Office of Administration/Office for Information Technology (OA/OIT), in coordination with Commonwealth agencies, have established the following maintenance procedures to ensure that Enterprise Services are available during the most critical and heavily used time periods.

To maintain availability and reliability of provided services, OA/OIT has established predetermined dates and times for implementing scheduled changes.

To ensure service excellence, approved changes classified as Enterprise (as defined in the Change Management Process documentation) will be implemented on a weekly basis during a scheduled "Enterprise Change Window". Systems or servers may be unavailable during an Enterprise Change Window.

In an effort to ensure agency critical service availability, review of Enterprise changes shall be a joint responsibility of OA/OIT and the agencies.

The dates and times for implementation of Enterprise changes are as follows:

Enterprise Change Windows:
Beginning Sunday at 10 p.m. Eastern Time
Ending Monday at 6 a.m. Eastern Time

Beginning Monday at 10 p.m. Eastern Time
Ending Tuesday at 6 a.m. Eastern Time

Beginning Thursday at 10 p.m. Eastern Time
Ending Friday at 6 a.m. Eastern Time

Multiple changes affecting the same areas of an Enterprise service can be permitted during the same maintenance window provided they are coordinated through OA and they are non-conflicting. Multiple changes on unrelated services may be scheduled during the same maintenance window.

A notification e-mail message will be sent, with as much notice as possible, to the affected agency contacts prior to the scheduled and approved maintenance window. Agencies can also visit https://itcentral.pa.gov/Pages/Maintenance-Calendar.aspx for a calendar view of scheduled maintenance activities.

Important Notes to Agencies:

Agencies should test connectivity and performance whenever maintenance is performed on a Commonwealth's Enterprise service. All testing is to be coordinated through OA/OIT, as indicated in the corresponding broadcast, prior to the start of the maintenance window. Agencies participating in testing during the maintenance window are to report issues or problems during the scheduled Enterprise maintenance window with resolution achieved prior to any maintenance being deemed successful.

This policy does not apply to maintenance scheduled by individual agencies; however, agencies are encouraged to schedule their maintenance in coordination with Enterprise Change Windows. If agencies choose to perform maintenance during the times listed in the Enterprise Change Windows, agency test results involving Enterprise resources may be affected.

Exceptions to This Policy

Enterprise maintenance that cannot be scheduled during one of the previously listed fixed routine scheduled maintenance windows is to be scheduled based on the following categories:

General Maintenance

General maintenance is defined as maintenance performed by a service provider. This type of maintenance is performed on the service offering which affects multiple customers, and is vital to the integrity of the services provided.

Notification of general maintenance that will impact Commonwealth service is required. Notifications shall align with the Commonwealth's current Change Management process.

Immediate Maintenance

Immediate maintenance is defined as maintenance necessary when a problem exists on any Enterprise infrastructure component or Enterprise Service that has the potential to cause major disruptions to one or more agencies.

As soon as it has been determined by the OA/OIT that this maintenance is absolutely necessary, work is to be performed as soon as practical.

A notification e-mail message is to be sent with as much notice as possible.

Emergency Maintenance

Emergency maintenance is defined as maintenance necessary when a problem exists on any Enterprise infrastructure component or Enterprise Service that is causing major disruptions to one or more agencies.

A prior notification e-mail message alerting agencies that this work is being performed may not occur. A post-resolution e-mail is to be sent identifying the issue and its resolution.

Standard Maintenance

Standard maintenance is defined as OA-approved, risk-assessed, routine administrative maintenance on an Enterprise infrastructure component or Enterprise service.

Enterprise Production Blackout / Freeze Window

Agency Requests:

If an agency needs to request a window during which either limited maintenance or no maintenance can be performed, the agency is to provide OA/OIT with a thirty [30] business-day notice prior to the Blackout / Freeze Window.

This process can also be used to request no maintenance or cancellation of previously scheduled maintenance during an Emergency event.

The agency is to complete the **Blackout/Freeze Request Form** (OPD-SYM010A) and e-mail it to oanetworkchange@pa.gov. The Functional Group Change Managers and Enterprise Change Management will determine if a delay in maintenance can be accommodated and respond to the agency.

- Pre-approved, standard changes are exempt from blackout / freeze windows.
- Non-service affecting maintenance will be completed, unless an agency replies to the notification e-mail message to convey an objection/conflict or the agency's designated representative e-mails their Functional Group Change Manager, conveying his/her concerns prior to close-of-business (5:00 PM).

To request an exception to perform maintenance during an Agency's blackout window scheduled during an approved Enterprise window, it is the responsibility of the Change Requester to e-mail the Agency contact to obtain Agency approval. Agency contacts blackout are located on the Blackout / Freeze Request Form.

Service Provider Requests:

If a service provider needs to announce a change management freeze during which no planned maintenance will be scheduled, the service provider is to supply OA/OIT with notice prior to the freeze.

The service provider is to complete the **Blackout/Freeze Request Form** (OPD-SYM010A) and e-mail it to ra-oanetworkchange@pa.gov.

6. Responsibilities.

6.1 Agency Responsibilities:

- Communicate via e-mail to the following resource account – ra-oanetworkchange@pa.gov
- Coordinate agency [non-Enterprise] maintenance around the Enterprise maintenance windows
- Submit and coordinate "Blackout / Freeze Requests"
- Determine its participation in testing whenever Enterprise maintenance is performed
- Participate in review and approval of Enterprise changes

6.2 OA/OIT Responsibilities:

- Receive or initiate changes
- Assess risk of changes
- Review and approve all Enterprise Changes
- Facilitate communication of scheduled maintenance and impact
- Facilitate communication of completed maintenance status

7. Related ITPs/Other References

8. Authority

- Executive Order 2011-05, Enterprise Information Technology Governance

9. Publication Version Control

It is the user's responsibility to ensure he/she has the latest version of this publication. Questions regarding this publication are to be directed to RA-itcentral@pa.gov.

Version	Date	Purpose of Revision
Original		Base Document
Revision	3/2014	Update Blackout/Freeze Request Form