

ITS Scheduled Maintenance Guidelines

To provide the best possible service, ITS must regularly update and perform routine maintenance on its systems and networks. Some of these activities require that the affected systems and networks be shut down. While this work is essential, we also recognize that it presents an inconvenience. To enable those who use these systems to better plan for outages, we are adopting guidelines for scheduling routine maintenance and upgrades to the following services:

- University email
- NYUHome
- Blackboard
- University website
- NYU-NET (network-wide outage)

The guidelines are as follows:

A MONTHLY SCHEDULED OUTAGE OF UP TO 12 HOURS WILL BE TAKEN, IF NEEDED, BEGINNING AT 8PM ON THE FIRST FRIDAY OF EACH MONTH.

Major scheduled maintenance and upgrade activities will take place, if needed, once per month. Based on an analysis of usage patterns for these services, it was determined that the best time to schedule an outage of this type would be on a Friday night/Saturday morning. ITS selected the first Friday of each month at 8pm to start these scheduled maintenance and upgrade activities. The outage period may often be brief or not used at all, but can last up to 12 hours (ending at 8am Saturday morning) if this amount of time is needed to complete the work.

A WEEKLY SCHEDULED OUTAGE OF UP TO TWO HOURS (FRIDAY NIGHT 10PM UNTIL MIDNIGHT) MAY BE USED TO ADDRESS SMALLER MAINTENANCE AND UPGRADE NEEDS.

This time will not be used if not needed.

NOTE: In keeping with the University's guidelines on minimizing the use of announcements that are sent out to the whole NYU community, monthly and weekly outages will be announced solely on the ITS Status Page (www.nyu.edu/its/status/) and on the message area after logging into NYUHome. The information posted to the ITS Status Page is also available via email if you opt-in to the its-status mailing list, by sending a blank email to: join-its-status@forums.nyu.edu

- Monthly outage announcements will appear at least one week in advance of the outage.
- Weekly outage announcements will appear by noon of the day in which they are to occur.

We appreciate your understanding as ITS strives to constantly improve the quality of the services it provides to the NYU community.

Questions or comments? Send email to its.clientservices@nyu.edu.

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