Downtime Policy

Information Technology Services (ITS) works hard to minimize downtime for the campus. But only through regular maintenance, which sometimes requires downtime, can we ensure maximum uptime for the network and all systems.

Downtime may be:

**Scheduled**: Scheduled downtime is for preventative maintenance or major upgrades and will often require coordination and engagement with vendors or consultants.

**Emergency**: Emergency downtime occurs in response to an existing error or problem in a system. If the error or problem will potentially worsen and threaten University operations, an emergency downtime may be required to resolve the issue.

**Unexpected (Outage)**: An unexpected downtime is a system outage resulting from a hardware or software failure.

Whether scheduled, emergency or an outage, downtime is to be transparent, communicated, and respectful of the users and systems.

POLICY

Downtime for all Fairfield University technology is kept at a minimum.

**Scheduled** downtime must be approved in advance. If the affected system is only used by one department, the department head must approve the downtime. If the affected system is used by multiple departments or the student body, the Administrative Technologies Committee, the Chair of the Educational Technologies Committee and the specific power-users of the affected technology must approve the downtime.

**Scheduled** downtime should be announced 2 days in advance by a stand-alone University Announcement detailing the affected technology. The subject line will include the text: *Technology Downtime Alert*.

**Emergency** downtime should only occur to prevent an immediate threat to University operations and must be approved by the Chief Information Officer or a Director within ITS.

**Outages** on critical systems will be addressed 24/7 by ITS staff and during business hours for non-critical systems.

**Emergency** downtime or outages should be announced by a stand-alone University Announcement detailing the affected technology. The subject line will include the text: *Technology Outage Alert*. After an emergency downtime or outage is resolved, a summary of the events requiring the downtime or causing the outage should be sent to the Administrative Technologies Committee, the Chair of the Educational Technologies Committee and the specific power-users of the affected technology.

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Service will always be scheduled to be restored by the next business day. Ample allowance for unpredicted events will be taken into account when scheduling downtime.

For third-party/cloud resources, their coverage and response time varies depending on their policies. The ITS team will actively communicate status until the situation is resolved.