| Title: INFORMATION TECHNOLOGY – DOWN TIME FOR NETWORK MAINTENANCE STANDARDS | Code: HH0503 |
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Policy Reference:   N/A

Background and Purpose:

In order to ensure reliable, predictable use of MATC teaching and learning resources, MATC's Information Technology (I.T. Division) has established Downtime Maintenance standards.

Process:
Planned maintenance:
The MATC network and server access will be unavailable:
1. Network: Nightly from 3:00 am to 5:00 am
2. Servers: Sundays from 1:00 am to 5:00 a.m.
3.

Unplanned mitigation window*
1. Between 11:00pm - 5:00am

The IT HelpDesk will send out such exception notices via email and post an exception notice in Blackboard.
*Federal, State of Wisconsin, and vendor services including cloud deployments may require mitigation actions that are out of the control of the College.


Office of Responsibility:  Information Technology
Last Reviewed:  Aug-2021