

Summary of ITSS Commitment to Our Customers for Production Support



Information Technology Support and Services
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1.0 Purpose

This document defines ITSS production support commitments to the Medical College of Georgia and associated entities. Included in this document are program definitions, production hours of support, scheduled maintenance windows, and procedures for outage notifications and emergencies. These elements are meant to facilitate consistency in program support and improve communication with ITSS customers.

2.0 Concerns

Though the need to update and maintain programs is self evident, it is the primary function of ITSS to provide the necessary IT services to our customers whenever they are needed, thus increasing customer productivity and their value to the institution. By developing these production commitment standards, we expect to meet the availability needs of our customers while ensuring proper maintenance and advancement of the services on which they depend.

3.0 Programs

Every ITSS supported program of service must be defined and documented. Due to the complexity of system dependencies it is necessary to group like programs into several general classes of service.

3.1 Class of Service

The following Classes of Service are recognized:

Program Class	Supported Hours of Production	Down Time Impact	Systems Affected
A	7x24	Extremely great at all times	Multiple systems
B	7x24	High impact during peak hours. Nominal down time during off-peak hours has low impact	Isolated single service
C	8-5, M-F	Med-High during production hours. No impact outside of production hours. Redundant systems have no impact provided all nodes are not concurrently down.	Isolated single service
D	Various	Any Nominal down time will have no impact.	None
E	8-5, M-F	Impact limited to system support personnel and users involved in program testing or training.	Interconnected non-production systems

3.2 Maintenance Levels

Since different types of maintenance require varying down time, scheduled maintenance will be defined as one of the following levels:

3.2.1 Minor:

Minor maintenance tasks are those which require an expected program down time of less than 30 minutes and require no back-out plan.

3.2.2 Moderate:

Minor maintenance tasks require an expected program down time between 30 minutes and 1 hour and require a basic, high-level back-out plan.

3.2.3 Major:

Major maintenance tasks require an expected down time of 1-7 hours and a detailed back out plan in the event of program failure after the task has been completed.

3.3 Production Support Hours


Production support hours are defined by class of service as seen in the maintenance window schedule in the *Outages* section below.

4.0 Outages

All production system outages are either planned or unplanned. Planned outages will normally be scheduled well in advance, however, it may become necessary to declare an emergency and plan down time with little notice. Emergency outages will be used as a last alternative and every effort will be made to minimize end user impact and give as much notice as possible.

4.1 Maintenance

Program maintenance will be conducted in the down-time windows and with the appropriate notification indicated in the following table.

Maintenance Type 	Minor		Moderate		Major	
	Outage Window	Notification Given	Outage Window	Notification Given	Outage Window	Notification Given
A	Scheduled as needed	7 Days	Scheduled as needed	10 Days	Scheduled as needed	14 Days
B	M-F, 7-8 pm	25 Hours	M-F, 7-8 pm	32 Hours	Thursday 7pm-2am	7 Days
C	M-F, 6-8 pm	6 Hours	M-F, 6-8 pm	24 Hours	Saturday 8am-4pm	3 Business Days
D	Any Time	None	Any Time	None	Any Time	~ 2-4 Hours
E	M-F, 11:30 am – 12:30 pm	18 Hours	M-F, 11:30 am – 12:30 pm	24 Hours	Saturday 8am-4pm	3 Business Days
	M-F, 6-8 pm	6 Hours	M-F, 6-8 pm	6 Hours		

4.2 Exceptions

Program components which are exceptions to maintenance windows above will be noted as such in the ITSS program of service definition. These program services must be scheduled for maintenance on an individual basis.

4.3 ITSS System Events Calendar

All class A, B, and C planned outages will be submitted to the ITSS system events calendar at the time of notification outlined above. These calendar items will be verified and posted by the acting administrator of the calendar.