

Old Dominion University Computer Science Department Policies and Procedures

Title: System Maintenance

ID: CSM001

Revision: 1.0

Purpose

This procedure provides information on how system maintenance time is planned.

Scope

This procedure only applies to the Computer Science Department.

General System Maintenance

General system maintenance is performed one week after all affected party members are informed of the issue. Maintenance will be scheduled around class times and will be done outside of normal hours at the discretion of the administrator performing the maintenance. The department's main website will be updated with the maintenance information.

Emergency System Maintenance

Emergency system maintenance will be performed at a minimal notice of one hour to the affected users. Depending on the severity of the problem the maintenance can be performed anytime during the day. A mail will go out to all affected users and the main website will be updated with the information.

Definitions

Normal hours – The standard work hours from 8:00am to 5:00pm Monday through Friday.

Revision History

Work in progress.