

ITG Services Planned Maintenance Windows



Keene State College Policies and Procedures

IT Planned Maintenance Windows

Overview

To maintain a high level of security and accessibility for KSC systems and services, a series of planned maintenance windows have been defined that allow for routine maintenance work to be completed on KSC servers, systems, and networks. Maintenance windows streamline service disruptions for the campus by having an established time for routine ITG maintenance work during off-hours.

Weekly Maintenance Windows

| Day | Time | Purpose | Impact |
|----------------|----------|---|--|
| Every Thursday | 5am-7am | IT maintenance work | During this time, you may experience intermittent access while KSC systems are being serviced. |
| Every Saturday | 8am-12pm | IT maintenance work; 3rd Saturday of month: Datatel system updates; 4th Saturday of month: Windows system updates | During this time, you may experience intermittent access while KSC systems are being serviced. |

During the IT Group planned maintenance windows, you may experience intermittent access while KSC systems are being serviced. When IT Group work will impact critical systems beyond intermittent access, ITG will coordinate work to minimize the service disruption to the campus.

Reminders of the ITG maintenance windows times will be communicated to campus on a routine basis throughout the year in Campus News and on our website.

If you have any questions regarding this or any other technology issue, please feel free to contact the [HelpDesk](#) at 358-2532, or stop by our office on the second floor of Elliot Hall.