Scheduled maintenance windows through July 2021 announced [1]

May 26, 2020 by UIS Communications [2]

All maintenance windows from August 2020 through July 2021 have been scheduled and posted to the UIS Business Calendar [3].

Each year, UIS partners with campus and System leaders to determine dates when enterprise and business systems can be brought down for maintenance. The University of Colorado is a busy university, so it’s not always possible to avoid all business cycles, but we strive to have minimal impact to campus operations.

The UIS Business Calendar is also used to plan maintenance events tied to projects and to document important campus and business cycle dates. This allows departments, faculty, and staff to identify enterprise system outages and plan accordingly.

Maintenance Windows

Non-production maintenance typically occurs on a Friday and production maintenance generally occurs on a Sunday. The standard maintenance window runs from 6 a.m. - 6 p.m. Non-production maintenance windows occur two weeks prior to production maintenance windows to allow time to test updates before putting them in the live environment.

There are exceptions throughout the year, dependent on the level and type of work required. Extended windows and those occurring on a non-standard day are requested ahead of time for confirmation with campuses and business offices.

Keep up to date on all maintenance window communications including updates and changes, full details on affected systems, and more by subscribing to Maintenance Matters [4].

Production windows

Production windows affect our "live" systems with real-time data used by students, staff, and faculty. When there is a production window, most systems will not be available to users, unless a production communication states otherwise. Windows outside of the normal maintenance window times or days of the week are represented in bold below.

- Sunday, Sept. 13, 2020 – Production and CS PUM combined window: extended 18-hour window (6 a.m. - 11:59 p.m.)
- Sunday, Oct. 18, 2020 – 6 a.m. - 6 p.m.
- Sunday, Nov. 15, 2020 – 6 a.m. - 6 p.m.
• Sunday, Dec. 6, 2020 – Production and CS PUM combined window: **extended 18-hour window (6 a.m. - 11:59 p.m.)**
• Sunday, Jan. 3, 2021 – **shortened 6-hour window (noon to 6 p.m.)**
  ○ **NOTE**: Spring Start load test, no reboot; all batch processes will run as scheduled
• Sunday, Feb. 21, 2021 – 6 a.m. - 6 p.m.
• Sunday, March 21, 2021 – Production and CS PUM combined window: **extended 18-hour window (6 a.m. - 11:59 p.m.)**
• Sunday, April 11, 2021 – 6 a.m. - 6 p.m.
• Saturday, May 8, 2021 – 6 a.m. - 6 p.m.
  ○ **NOTE**: If there is a critical security patch, we may need to do an additional production window. If not, this window will not be needed.
• Sunday, May 16, 2021 – 6 a.m. - 6 p.m.
• Sunday, June 13, 2021 – 6 a.m. - 6 p.m.
• Sunday, July 11, 2021 – Production and CS PUM combined window: **extended 18-hour window (6 a.m. - 11:59 p.m.)**

**Non-production windows**

Non-production maintenance windows affect the testing and development versions of CU’s production systems. These mirrored systems allow UIS staff to develop new features and functionalities and test them before they are moved to production for real-time access by CU’s students, faculty and staff.

• Friday, Aug. 28, 2020 – 6 a.m. - 6 p.m.
• Friday, Sept. 25, 2020 – 6 a.m. - 6 p.m.
• Friday, Oct. 30, 2020 – 6 a.m. - 6 p.m.
• Friday, Nov. 20, 2020 – 6 a.m. - 6 p.m.
• Friday, Jan. 29, 2021 – 6 a.m. - 6 p.m.
• Friday, March 5, 2021 – 6 a.m. - 6 p.m.
• Friday, March 26, 2021 – 6 a.m. - 6 p.m.
• Friday, April 23, 2021 – 6 a.m. - 6 p.m.
• Friday, May 21, 2021 – 6 a.m. - 6 p.m.
• Friday, June 25, 2021 – 6 a.m. - 6 p.m.
• Friday, July 23, 2021 – 6 a.m. - 6 p.m.

**CS PUM windows**

These maintenance windows will affect Campus Solutions and student portals. Campus Solutions can also be down during scheduled production maintenance windows. Windows outside of the normal maintenance window times or days of the week are represented in **bold** below.

• Sunday, Sept. 13, 2020 – Production and CS PUM combined window: **extended 18-hour window (6 a.m. - 11:59 p.m.)**
• Sunday, Dec. 6, 2020 – Production and CS PUM combined window: **extended 18-hour window (6 a.m. - 11:59 p.m.)**
• Sunday, March 21, 2021 – Production and CS PUM combined window: extended 18-hour window (6 a.m. - 11:59 p.m.)
• Sunday, July 11, 2021 – Production and CS PUM combined window: extended 18-hour window (6 a.m. - 11:59 p.m.)

UIS [5], planned maintenance [6], service maintenance [7], production [8], non-production [9]

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