

1 DIRECTIVE

1.01 The Information Technology Service Delivery Organization (IT SDO) system activities that may affect active users during time periods reserved for active users in the documented system availability schedules (see IT 6.03 – System Availability) must be scheduled outside these time periods. Exceptions for emergencies or unusual situations must be negotiated with the users in advance.

1.02 Active users accessing IT systems outside of system availability time periods are subject to service interruptions or denial of service during any IT SDO activities.

2 PURPOSE

2.01 The purpose of this Directive is to ensure that both users and IT SDOs are guaranteed the IT system time they need to perform their respective tasks.

3 SCOPE

3.01 This directive applies to the IT SDO and authorized shared system users.

4 RESPONSIBILITY

4.01 The IT SDO is responsible to limit their system activities during negotiated and documented availability schedules in order that users not be impacted.

4.02 IT system users are responsible to discontinue their shared system use outside of documented availability times. Any system access outside the documented times is at the user's risk.

5 DEFINITIONS

None

6 RELATED DIRECTIVE(S)

OCIO IT 6.03 – System Availability

OCIO IT 6.04 – Service Levels

OCIO IT 6.06 – Performance and Capacity Management