ADMINISTRATIVE REGULATION AND PROCEDURE

Title: INFORMATION TECHNOLOGY – DOWN TIME FOR NETWORK MAINTENANCE STANDARDS	Code: HH0503

Policy Reference: N/A

Background and Purpose:

In order to ensure reliable, predictable use of MATC teaching and learning resources, MATC's Information Technology (I.T. Division) has established Downtime Maintenance standards.

Process:

For planned maintenance, the MATC network will be unavailable:

1.   Nightly from 3:00 a.m. to 5:00 a.m.
2.   Weekly on Sunday from 3:00 a.m. to 9:00 a.m.
3.   Monthly the second to last Sunday of the month from 3:00 a.m. to 11:00 a.m.

If there is an exception needed to do additional maintenance, MATC I.T. Division will give all MATC students, faculty, and staff four (4) days' notice prior to the maintenance outage.

The I.T. HelpDesk will send out such exception notices via email and post an exception notice in Blackboard.