Routine system maintenance occurs on the 2nd and 4th Thursday of each month from 6:00 p.m. – 2:00 a.m.

LITS implemented this practice in June 2015 to reduce overall system downtime, to improve the security and reliability of College systems and networks, and to maintain compliance with industry and vendor support requirements and best practices.

LITS maintains a System Maintenance Calendar (right). We ask that community members consult this calendar and the LITS Blog and plan their work accordingly.
FAQ

What does this mean for me?

Not all systems will necessarily be unavailable during these maintenance windows; however, you should assume that they will be and plan critical work around the System Maintenance Calendar. LITS will provide details whenever possible via reminders posted to the [LITS Blog](http://lits.blogs.brynmawr.edu/about/).

What happens when one of the maintenance windows falls during a major College event?

College senior administrators have identified a small number of dates during which the routine 2nd and 4th Thursday maintenance windows will not be possible. In these cases, the maintenance schedule has been altered to accommodate key events on the College calendar. There will be no planned maintenance during the months of May and December.

How will I keep track of when planned maintenance is occurring?

LITS will post a reminder to the [LITS Blog](http://lits.blogs.brynmawr.edu/about/) before each date. To receive these reminders by email, follow this link to subscribe to System Status posts: [http://lits.blogs.brynmawr.edu/about/](http://lits.blogs.brynmawr.edu/about/). You can also follow the “Subscribe – Email or RSS” link from the left-side navigation on the [LITS Blog](http://lits.blogs.brynmawr.edu/about/).

Whenever a planned maintenance window deviates from the routine 2nd and 4th Thursday of each month, alternate dates will be published in advance on the System Maintenance Calendar and LITS will provide the College community with ample notification.

LITS will continue to provide in-time communications via email and the [LITS Blog](http://lits.blogs.brynmawr.edu/about/) about any emergency outages affecting critical systems.

What systems are included?

Please see the list below. Whenever possible, details will be posted to the [LITS Blog](http://lits.blogs.brynmawr.edu/about/) in advance of each maintenance window.

How did you choose the length and frequency?

LITS will be patching and updating a large number of systems and servers during these times. Manufacturers also release updates at different times throughout the month. As we practice and streamline this process, we anticipate reducing the length of this window and completing scheduled maintenance by midnight.

Will there still be outages outside of these scheduled windows?

Yes. Emergency maintenance, as in the case of a critical security update or hardware failure, will still be conducted immediately with as much notice to the College community as possible.

Please note that not all systems are included in this schedule. For example, some network...
maintenance will need to be scheduled outside of these windows because system maintenance is dependent on the availability of the College network. We will not always be able to schedule major system upgrades in one of these maintenance periods, though we will do so whenever possible.

*Does this mean that if someone sends me email during a maintenance window, I won’t get it?*

No! Emails received during system maintenance will queue up for receipt once email becomes available.
Included Systems

- Email and Calendaring (Zimbra/webmail)
- Printing (to printers and copiers)
- BIONIC (PeopleSoft)
- Logins to College systems and lab computers
- Password changing and account provisioning
- Network Storage (H:, S: drives, etc.)
- Bryn Mawr Blogs (WordPress)
- Financial Edge
- Library resources
- Voicemail

Coming Soon:

- Moodle
- The College website (www.brynmawr.edu)

Additional systems that may be briefly impacted:

- MediCAT student portal
- Drupal
- E-Market
- Software installation services
- onBase integrations