

Saint Michael's College

Information Security Policy: System Maintenance Policy

1. Purpose

Network servers and equipment require service and /or upgrades in order to operate at their highest capability, remain secure, and to work in the most efficient manner. This policy addresses the requirement for the Information Technology (IT) department to protect the college's technology investments and minimize service interruptions, by performing a variety of network maintenance activities.

2. Scope

This policy includes, but is not limited to, Internet access, web services, administrative systems, telecommunications services, printing, file sharing and email. System maintenance may impact faculty, students, staff, vendors and other campus constituents.

3. Policy

- 3.1. Mikenet will be kept operational on a 7 x 24 basis. When it is necessary to schedule service interruptions to perform system maintenance, such scheduled downtime will only occur after adequate notice (as described below) has been sent, at least 2 business days in advance.
- 3.2. When an emergent situation requires that service be interrupted for any length of time and the nature of the emergency does not allow for the normal downtime scheduling procedure to be followed, adequate notice (see definitions below) will be sent to the affected parties with as much advance warning as possible.
- 3.3. When an emergency occurs and any of the system's services are interrupted without warning, IT will provide adequate notice (see definitions below) to the interested parties informing them of the nature and extent of the downtime.

4. Enforcement

Violation of this policy may result in disciplinary action which up to and including termination for employees and temporaries; a termination of the contract without compensation in the case of contractors or consultants; or dismissal for interns and volunteers. Additionally, individuals are subject to loss of Saint Michael's College information resource access privileges, civil, and criminal prosecution or other legal action. They may also be held financially liable.

5. Definitions

Adequate notice: Notification by email and / or voicemail depending on the service interruption