

WEEKLY MAINTENANCE WINDOW

0924

(No.23 October 2009)

MAINTENANCE OF CRITICAL INFORMATION TECHNOLOGY SYSTEMS

0924.1

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In order to better serve the CAL FIRE IT user community, ensure security and technical patches are applied in a timely manner, and to fulfill our responsibilities concerning the technology services we provide, Information Technology has established a weekly maintenance window for enterprise technology equipment and network services.

Schedule

Information Technology has selected Wednesday's from 1100 to 1300 each week as the regular maintenance window, during which some technology and network services may not be available or reliable. This time frame was chosen to minimize the impact to the user community, and to reduce operational and personnel costs.

During peak fire or mission activity, maintenance may be deferred or negotiated as needed to ensure operational effectiveness.

When a required technology upgrade or network service maintenance cannot be completed during this standing maintenance window, IT will notify affected users in advance if practical.

CAD maintenance will continue to be negotiated per standard operating procedure.

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[\(see Forms or Forms Samples\)](#)