

HWS Information Technology Services Bulletin

Number: 2011-61

Date: December 13, 2011

Title: Planned Outages During Winter Break: Technology Maintenance Activities

Description:

IT Services will upgrade many systems and services during the winter break. Listed below is the projected timeline of the activities and services affected.

Date	Time	Services Affected	Activity
12/18	6 a.m. - noon	Intermittent outages on all services such as mail, web sites, Blackboard, PeopleSoft, etc.	General Server & Network Maintenance
12/19	10 a.m. - 5 p.m.	Residence halls will experience brief outages in campus network and Internet connectivity.	Network Switch Upgrades
12/23	6 a.m. - 11 a.m.	Intermittent outages on all services such as mail, web sites, Blackboard, PeopleSoft, etc. Academic and Administrative buildings will experience brief interruptions of network connectivity.	General Server & Network Maintenance
12/24	9 p.m. - midnight	All PeopleSoft applications will be unavailable.	PeopleSoft Maintenance
12/25	9 p.m. - midnight	PeopleSoft Campus Solutions and Human Resources (CSHR) will be unavailable.	PeopleSoft Maintenance
12/26	Noon - 3 p.m.	Raiser's Edge will be unavailable.	Server Maintenance
12/26	9 p.m. - midnight	PeopleSoft Customer Relationship Management (CRM) will be unavailable.	PeopleSoft Maintenance

12/27	9 p.m. - midnight	PeopleSoft Finance will be unavailable.	PeopleSoft Maintenance
12/27	9 p.m. - midnight	All PeopleSoft applications will be down for less than 10 minutes.	PeopleSoft Maintenance
12/28	5:30 p.m. - 10 p.m.	Voice Mail System will be unavailable.	Voice Mail Upgrade
01/01	8 a.m. - 10 a.m.	Blackboard will be unavailable.	Blackboard Update

Estimated time impacted: Sunday, December 18, 2011 through Sunday, January 1, 2012

Contact: Current information about this bulletin may be found at <http://www.hws.edu/itservices/bulletins.aspx>. If you have any questions or concerns, please contact IT Services at helpdesk@hws.edu or call 315-781-HELP.

Type:
Scheduled

Category:
Maintenance

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