Planned IT maintenance and change announcements

(Interim process)

IT Support Centre

v0.6
Thursday 29 March 2018

Introduction

Any upcoming IT maintenance or change which has the potential to adversely affect a significant number of users should be announced to IT staff.

Details

Fill in all the requested information on the Outlook email template below and email it to *[IT staff mailing list]* at least one full working day in advance.

- OneIT – Planned Maintenance email template

Major maintenance work may require more advanced warning; contact IT Marketing and Communications for more advice.

(See Appendix A if you are unable to use the above Outlook email template)

The *[IT staff mailing list]* contains all colleagues within IT Services (added automatically), *plus* other University of Manchester IT related colleagues such as Library IT staff or eLearning technologists, who are added manually on request, once approved by the IT Marketing and Communications team.

Points to consider

- Service alerts related to IT **incidents** must always be sent by the IT Support Centre. Contact a Support Centre Escalation Lead in person or via telephone if you need to communicate an IT incident to a wider audience.
- The *[IT staff mailing list]* is moderated, and your message is only likely to be approved during regular office hours.
- Maintenance announcements do not need to be sent to the above list for work on pre-production or development systems, unless the work is likely to affect live systems.
- If the associated RFC has not yet been approved, start the description with "Subject to approval of RFC[number]"
- If a service is merely considered 'at risk', you should not need to issue a communication unless interruption is likely or the service is business critical.
- If your team has a shared mailbox, you may want to consider sending the email from that account so there are multiple points of contact for anyone with an enquiry.
- Please ensure the message is understandable to most IT Services staff.
- Announcements which contain insufficient or inappropriate information may be rejected and will need to be sent again.

Appendix A

If you are unable to use the Outlook message template, send an email to *[IT staff mailing list]* ensuring you include **all** the following information:

- **Email subject line:** The service name, type of maintenance and date
- **Description**: The service name, a high level description of the work, the users affected and how it will affect those users. If other services depend on this service, these must also be listed if affected.
- **Date and time of work:** The expected start and end time of the work
- **RFC number:** This must always be included so that IT colleagues can find out detailed information regarding the change.