

HWS Information Technology Services Bulletin

Number: 2011-20

Date: May 17, 2011

Title: Planned System Outages

Description:

Information Technology Services will perform routine maintenance on the Colleges' servers and network devices during the weekend of May 20-22. Security patches and updates will be applied to many of the Colleges' systems. During this time there will be outages of HWS network services such as e-mail, printing, file storage, web sites, PeopleSoft, Blackboard, PowerFAIDS, etc.

Listed below is a more detailed schedule for the weekend's maintenance

Day	Time	System	Type of Outage
Friday to Sunday	6 PM Friday to 5 PM Sunday	PeopleSoft: Campus Solutions & Human Resources (CSHR), Customer Relationship Management (CRM), Finance, and Portal. More information about this activity can be found in IT Services Bulletin 2011-19 .	Extended
Saturday	8 AM to 5 PM	Campus Data Network	Brief and intermittent
Saturday	10 PM to 11 PM	Blackberry Enterprise System	10 to 20 minutes
Sunday	5 AM to noon	Campus Servers	Brief and intermittent
		Campus Wireless Data Network	5 to 10 minutes

Estimated time impacted: Friday, May 20, 2011 starting at 6:00 PM until Sunday, May 22 at 5:00 PM.

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

Distribution:

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