

## **INFORMATION TECHNOLOGY**

### **Technology Infrastructure**

#### **Computer Systems and Wide-Area Network (WAN) Availability**

This regulation supersedes Regulation 6230.2.

#### **I. PURPOSE**

To define conditions and procedures for customer notification for bringing computer systems in the administrative network to an offline status for backup, scheduled maintenance, and emergency situations.

#### **II. SUMMARY OF CHANGES SINCE LAST PUBLICATION**

- A. Section III.A.1. has been modified to reflect organizational name changes.
- B. Section III.A.3. has been modified to reflect phone number changes.
- C. Section III.B. has been modified to reflect phone number changes and removal of link to monthly production calendar.
- D. Section IV. has been modified to reflect organizational and phone number changes.

#### **III. CONDITIONS REQUIRING OFFLINE STATUS**

##### **A. Backup of Computer Software and Data**

- 1. All FCPS central computers, including servers for the wide-area network (WAN) and centralized client-server systems, will be backed up on a daily, weekly, monthly, quarterly, and yearly basis. The Computing Services Section (CSS), Office of Information Technology Operations (IT0), Department of Information Technology (IT), shall inform customers of the scheduled dates and hours that central computing systems and the WAN will be unavailable due to backups.
- 2. Variations from the normal scheduled hours of backup shall be coordinated by CSS with customers prior to a schedule change if time permits.
- 3. Customers may request variations from the scheduled backup times by contacting the scheduling office staff at 703-329-7500 or the coordinator, CSS, at 703-329-7405.

B. Scheduled Computer Hardware Maintenance

The dates for scheduled preventive maintenance and maintenance for engineering change(s) shall be coordinated with customers through the scheduling office staff at 703-329-7500 or the coordinator, CSS, at 703-329-7405.

**IV. PROBLEM REPORTING**

Customers who have difficulty with system access following backup or network emergency down time should report the problem to the IT Service Desk at 703-503-1600 or after hours contact the Network Operations Center NOC at 703-329-7550.