![The University of Vermont]

ETS-PeopleSoft Applications Downtime Protocol – Scheduled, Ad Hoc and Emergency

NOTE: Messages about PeopleSoft downtime will be sent to the CATSkill listserv. You can subscribe at: http://list.uvm.edu/cgi-bin/wa?A0=CATSKILL Look for the Subscribe/Unsubscribe link on the right side of the page.

Scheduled Downtime

Downtime windows are periodically scheduled for the PeopleSoft applications so that the Infrastructure team can have a pre-scheduled window for applying maintenance, thus avoiding the need to coordinate downtime on an ad hoc basis and facilitating planning. If no work needs to be done, the window will not be used.

Annual Scheduling

When the Payroll calendar is being drafted, the downtime windows for that year should be determined so that the Payroll calendar can also list the maintenance windows. The downtime schedule is based on the Payroll schedule, and is primarily determined by the Payroll Manager. The window is usually in the 2nd week of the month. If a deviation from that needs to occur, the Payroll Manager will contact the HR Operations Manager, the Sponsored Project Administration Director, the DBAs, and coordinate within the Division of Finance to find alternative dates. However, if consensus cannot be reached, the Payroll manager will pick a date, trying to avoid the first week of the month. There will be no maintenance window in July and maintenance windows during month-end closing procedures should be avoided.

The schedule is posted in the left menu as [Maintenance Calendar] on the PeopleSoft Portal Page at: https://www.uvm.edu/~erp/portal/ and is also in the left menu on the PeopleSoft Catapult Page at: https://www.uvm.edu/~catsys/ for those who have access.

These are the steps that should occur for each maintenance window:
- [ ] Tuesday, the Infrastructure team should post a notice about the window at: https://www.uvm.edu/~erp/portal/ and a reminder email should also go to:

    - PS-FINANCE-TEAM@LIST.UVM.EDU
    - PS-HUMAN-RESOURCE-TEAM@list.uvm.edu
    - PS-TECH@LIST.UVM.EDU
    - PS-BUDGETING-TEAM@LIST.UVM.EDU
    - Catskill@list.uvm.edu

☐ If the maintenance window is going to be cancelled, the Infrastructure team should send email as soon as possible to David.Alles@uvm.edu and Naima.Dennis@uvm.edu to remove the downtime message in myuvm.uvm.edu. A repeating downtime message is scheduled to be posted the Monday before the scheduled downtime and to be removed Friday morning after maintenance is complete.

☐ The morning of the downtime, the Infrastructure team should send a notice to: CATSKILL@LIST.UVM.EDU. The email should say something like this and it should be reviewed and edited for grammatical and spelling errors and general accuracy:

Subject: PeopleSoft downtime for scheduled maintenance this WEEKDAY evening, Month, Xth, from 5-11pm.

Body:
PeopleSoft downtime for scheduled maintenance will occur this Which Weekday evening, Month, Xth, from 5-11pm.

Please log out of PeopleSoft before you leave for the day.

Upon logging into the system after the maintenance, please delete your web browser's cache. Directions can be found at: https://www.uvm.edu/sites/default/files/browser_0.pdf

☐ The morning of the downtime, the Infrastructure team should send a notice to:
   ○ PS-FINANCE-TEAM@LIST.UVM.EDU
   ○ PS-HUMAN-RESOURCE-TEAM@list.uvm.edu
   ○ PS-TECH@LIST.UVM.EDU
   ○ PS-BUDGETING-TEAM@LIST.UVM.EDU

The email should say something like this and it should be reviewed and edited for grammatical and spelling errors and general accuracy:

Subject: PeopleSoft downtime for scheduled maintenance this WEEKDAY evening, Month, Xth, from 5-11pm.

Body: PeopleSoft downtime for scheduled maintenance will occur this WhichWeekday evening, Month, Xth, from 5-11pm.

Please do NOT kick off any process that might continue running past 5pm.
Please log out of PeopleSoft before you leave for the day.

Upon logging into the system after the maintenance, please delete your web browser's cache. Directions can be found at:
https://www.uvm.edu/sites/default/files/browser_0.pdf

- At 5pm, when the system is brought down, users will be locked out of the system and the Infrastructure team will:
  - Check to see if any processes are running and determine if it is safe to kill them or not. Reports could be killed but not processes generally speaking. Ask a developer or the person who kicked it off if it is not clear.
  - Put on hold any process scheduled to run during this timeframe. Make sure to look for things that may have been scheduled a long time ago; in FSCM some reports are scheduled a month ahead of time.
  - Proceed with necessary maintenance work
- When the system is brought back up, Infrastructure team should:
  - release the processes from hold.
  - Remove message on the portal login page.

System Upgrades

When the system is brought down for a system upgrade, the amount of work that needs to be performed cannot fit into a normal maintenance windows of 6 hours. A system upgrade involves major changes and extensive testing and the time needed to complete the work usually spans a period of over 3 days. The typical downtime runs from Thursday afternoon at 4pm to sometime on the following Sunday. The system is available for use again on Monday morning. When an upgrade is scheduled, an additional notice is posted within Peoplesoft and will announce the dates and expected impact on customers. In order to make certain that everyone has a chance to see the notice and make a note of the instructions that are included, this notice is posted for several weeks before the upgrade and is removed 10 days after the completion of the upgrade.

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Ad Hoc Downtime

Rarely, downtime is needed to address a situation that has occurred and a time in the near future will need to be selected. In this case, a request should be made describing the reason why the system needs to go down as well as the expected length of downtime. The request should be made as far in advance as possible, ideally at least 24-36 hours before the planned downtime. Ideally ad hoc downtime will not be planned during month-end procedures, which generally occur during the 3rd to 8th day of the month.

After obtaining approval, the same protocol as for Scheduled Downtime should occur. Similar email text and subjects can be used.

If the "Confirmation Required" column below indicates YES, then a response from the incumbent or their delegate is required as to whether or not the downtime is acceptable or not.. All others need respond only if they have concerns or issues with the downtime.

The request should be sent to the **PS-DOWNTIME** Listserv, which should include the following:

Role	Current Incumbent	Delegate	Confirmation Required
PeopleSoft Developers and DBAs	PS-TECH@LIST.UVM.EDU	N/A	
Controller	Claire Burlingham		
Assistant Control for Financial Reporting and Accounting	Lindsey Donovan		
Assistant Controller for Cost Accounting	Mike Meunier		
Treasury	Bonnie Cormier		
Director, Purchasing Services	Natalie Guillette		
Manager, Disbursement Center	Erin Fitzgerald		
Payroll Manager	Penny Cayia	Katrina Preiss	******* YES ******
Budget Director	Alberto Citarella	Kristin Bahn	
Director, OOE	Emily Stebbins-Wheelock	Kristy Perry	
Director, Sponsored Projects Administration	Lana Metayer		
HRIS Coordinator	Katie LeClair	Kait Bedell	
Student Financial Services	Gary Taylor		
Registrar's Office	Naima Dennis		

Emergency Downtime

Rarely, PeopleSoft becomes unavailable on an unplanned basis. After determining the projected downtime and magnitude of the issue, ETS will decide if an email should be sent to CATSkill and the other PS-mailing lists (see above for list). If most users are affected and downtime is projected to be greater than 10 minutes, an email should be sent. If the affected users can be identified, a targeted email can be sent. (For example, if only a particular report or page is affected and we know who uses the page/report.)

When the system becomes available again, emails should be sent to the same groups. It should be communicated that CATSkill will be the list to which such notifications will be sent.

The email should say something like this and it should be reviewed and edited for grammatical and spelling errors and general accuracy:

Subject: PeopleSoft <system(s) here (HR,Finance,EPM)> is currently unavailable

Body:

We are currently experiencing an issue with PeopleSoft <system(s) here (HR,Finance,EPM)>. <Any information about projected downtime or root cause could go here.>

We will email CATSkill again when the system becomes available.

DBA Emergency **Contact** Information can be found here:
https://www.uvm.edu/~catsys/?Page=MENU/techsupport.html

Non-Production System Downtime

When a non-production system requires downtime, an email will be sent to PS-Tech, which includes the BPR Team members. The people on this mailing list should be aware of whether or not any other users are using a system for testing.

Likewise, if a non-production system needs to be refreshed, an email to PS-Tech will be sent and then a footprint will be logged requesting the refresh.

Ideally, notice will go out at least four hours in advance.

Last updated: April 10th, 2018