ITS Production Service Maintenance Plan

The University System of Georgia (USG) Information Technology Service (ITS) operates and maintains USG mission critical services. This maintenance plan establishes definitions and schedules for the modification of the underlying systems to correct faults, to improve performance, or to adapt to changing requirements.

System Description

As highlighted above, ITS provides the following USG mission critical services.

- **Banner** – Ellucian Banner is the Student Information System used by the USG for core functions like admissions, registration, financial aid and HOPE, housing and grade reporting.

- **DegreeWorks** – DegreeWorks is a degree auditing system designed to help students and make sure they are on track and progressing through their program of study properly and efficiently.

- **Brightspace** – Brightspace is the Learning Management System used for teaching online and hybrid courses.

- **PeopleSoft Financials** – PeopleSoft Financials is the application used by most of the USG institutions for finance and accounting.

- **PeopleSoft HCM** (OneUSG HCM) – PeopleSoft HCM is the application used for Human Capital Management (payroll, benefits, etc.)

- **PeachNet** – PeachNet is the statewide network that connects the USG institutions together and to the Internet.

Maintenance Categories

System Maintenance is divided into four main categories:

1. **Corrective Maintenance:** Corrective Maintenance is a reactive process that is focused on fixing failures in the system. This type of maintenance is initiated in the system to resolve any new or missed defects in the software.
2. **Adaptive Maintenance:** Adaptive Maintenance is initiated because of internal needs, like moving the application to a different hardware, database or operating system. The main goal of Adaptive Maintenance is to keep the software program up-to-date and to meet the needs and demands of the user and the business.
3. **Perfective Maintenances:** The goal of Perfective Maintenance is to achieve reduced costs in using the system and increasing its maintainability. The process includes enhancing reliability and performance and/or adding new features.
4. **Preventive Maintenance:** The purpose of Preventive Maintenance is to, proactively, address future problems by enhancing system features, which will facilitate future maintenance work.

Maintenance Schedule

ITS-hosted services are available 24 hours a day, 7 days a week with the exception of announced maintenance. There are three defined maintenance events: Planned, Un-Planned and Emergency maintenance:

- **Planned** – minimum 48-hour notification: Includes Corrective, Adaptive and Perfective patches & updates emanating from Program, Vendor, and/or Regulatory requirements.
- **Un-Planned** – minimum 8-hour or less notification: Includes Corrective and Preventative patches & updates such as Zero-Day Security releases.
- **Emergency** – 1-hour or less notification: Includes Corrective actions relating to a specific incident.

All maintenance, excluding Emergency maintenance, will take place during the hours of 11:00 p.m. – 7:00 a.m. with the exception of Augusta OneUSG which has a delayed beginning of 11:15 p.m.