1 DIRECTIVE

1.01 The GNB Network is normally available 24/7 except for two predefined maintenance periods - Wednesday evenings and Sunday mornings. During the maintenance periods the network may appear to be available, but users are cautioned that network availability must not be assumed and the network or any portion of it may be taken out of service with or without notice.

1.02 Network availability is to be monitored to ensure that published availability times and committed response are being delivered.

1.03 System availability time restrictions are to be observed for all hardware and software changes as follows:

(a) All non-emergency hardware and software changes and upgrades are restricted to implementation during approved maintenance periods following formal change management processes. Further, implementation plans for these changes must consider the impact to network availability for back-out in the event of an unsuccessful implementation attempt.

(b) All emergency hardware and software changes needing implementation during published network availability periods or that may impact network availability must be approved by an authorized employee.

1.04 If system availability starts showing a tendency to degrade, the Information Technology Service Delivery Organization (IT SDO) will determine the causes for the degradation and devise plans to re-establish network availability to the documented service times and performance levels.

2 PURPOSE

2.01 The purpose of this Directive is to ensure that:

- System and Network availability targets are documented
- The IT SDO has direction regarding appropriate implementation windows for hardware and software changes
- System and Network availability is monitored to anticipate availability problems
- The IT SDO have direction regarding their expected efforts in attaining and maintaining documented availability targets for the system and network

3 SCOPE

3.01 This directive applies to all IT SDOs.

4   RESPONSIBILITY

4.01   Network users are responsible to use GNB Network for business processes only during published system availability times. If the GNB Network is used outside of these times, users are responsible to ensure that sudden network interruptions to any of their running processes do not cause irreparable damage to their applications or data.

4.02   The IT SDO is responsible to plan network maintenance and upgrades for hardware and software outside of committed network availability periods. If emergency changes are needed during service availability periods, the IT SDO is required to obtain approval before proceeding with implementing the changes.

4.03   The IT SDO is responsible to monitor statistics for actual network availability compared to committed network availability and report any apparent degradation.

4.04   The IT SDO is responsible to analyze the causes of network availability degradation and devise plans to correct these.

5   DEFINITIONS

5.01   "**Network availability**" is a term that describes whether, how long or what percentage of time (relative to a committed time) a network is available for use by its intended users. If a network is committed to be 24/7 except for two predefined periods Wednesday evenings and Sunday mornings, network outages during these periods do not affect the network availability statistics.

6   RELATED DIRECTIVE(S)
         OCIO IT 2.06 – Maintenance
         OCIO IT 6.04 – Service Levels