

Management of service interruptions due to maintenance

As part of our continuous service improvement plans we have recently reviewed the our process for the communication of both planned and unplanned maintenance.

Planned maintenance

We always strive to give as much notice as possible when we need to perform maintenance that will have an impact on a service however, given our agile development methodology and ways of working, its not always possible to give you our targeted minimum notice period of 10 working days. We will be introducing the following changes in June 2020:

- **Monthly and quarterly system and security patching**
 - The schedule can be found on [UCAS.com](https://ucas.com) and, in advance of the maintenance taking place, a link will added to the relevant two bulletins prior to the work taking place. On occasions where a targeted message is required, we would provide a minimum of five working days notice
 - Details of services impacted will no longer be included in the bulletin. A link to the [maintenance page](#) will instead be provided from the bulletin or in a targeted message.
 - The timing of patching activity will remain as it is. Details can be found on [UCAS.com](https://ucas.com)
- **Non-patching maintenance**
 - The target notice period for outages will be reduced to a minimum of five working days to enable us to deliver new functionality and resolve bugs that do not require an emergency release
 - Details of services impacted will no longer be included in the bulletin however a link to the [maintenance page](#) will included with call to action to view the latest update
 - The work will take place, where possible, during existing planned maintenance windows such as alongside patching activity. Where this is not possible, we will aim for any service impact to be limited to outside of core business hours as defined as Monday – Friday 0800 – 1800. We reserve the right to perform maintenance during these periods in the event of an incident or to deploy an emergency release and will communicate this you as soon as possible ahead of the maintenance. We may also perform maintenance during business hours if it results in a reduction in the impact of any outage
 - During any interruption of service the [Service Status Page](#) will be updated to reflect its availability.

- **Audiences** – content may differ between audiences depending on relevance
 - UCAS and Primary Correspondents
 - Technical contacts
 - Vendor contacts
 - Conservatoire correspondents
 - Adviser contacts
 - UTT correspondents
 - PG correspondents
 - PG technical contacts
 - Applicants – all schemes

Unplanned maintenance

This is usually the result of an incident or to proactively mitigate the potential of a loss of service.

You will have seen details of how this process has changed via a [recent bulletin](#)
We invite feedback on this change to be discussed at our next meeting on June 17 (digital meeting)

If you need any clarification of the details in this document please contact your usual [Technology Relationship Manager](#)