

# System Availability and Maintenance Policy

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## Availability

OSC HR/Payroll is available seven days a week with the exception of 8pm-9pm EST nightly and 2pm-8pm EST on Sunday for system maintenance as required. Additional down-time occurs on a periodic basis to accommodate system upgrades and maintenance that cannot be accomplished in the defined system maintenance timeframes.

OSC is committed to providing availability as stated in this policy. OSC HR/Payroll system and services are on-site staffed during normal business hours: 8 am EST to 5 pm EST, Monday through Friday except for Holidays. OSC has established automated monitoring that will alert on-call staff when thresholds or system capacity has been reached. The ITS operations group monitors the OSC HR/Payroll system during non-business hours and will contact OSC HR/Payroll on-call staff to report system outages. It is OSC's policy that on-call staff will respond within 2 hours to reported outages with resolution being dependent on the severity of the problem. OSC on-call staff will contact the appropriate HR/Payroll technical personnel to resolve Security, Portal, Application or System related issues as required to resolve a system outage.

OSC cannot commit to a timeframe to resolve reported outages due to the unknown severity and complexity of the problem but will work diligently to resolve system outages in a timely manner.

## Scheduled Maintenance

1. OSC HR/PAYROLL plans major software releases in December for the upcoming calendar year. The dates for each release will generally be scheduled for early spring and early fall. The major releases will contain enhancements to the system and other mandated changes required due to legislation. When these releases are deployed, the Business Intelligence and HR/Payroll systems will usually be shut-down on Friday at 12pm and 6pm respectively and will be available again by 6am Monday on the release weekend.
2. OSC HR/PAYROLL generally schedules two vendor provided software patches per year. The software patches will contain updates to base system software and corrections to error conditions in the system. The dates for the software patches are planned in December of the prior year and will generally be implemented in early summer and early winter. The Business Intelligence and HR/Payroll systems will usually be shut-down on Friday at 12pm and 6pm respectively and will be available again by 6am Monday on the patch weekend.
3. OSC HR/Payroll performs technical updates and system health activities throughout the year that are planned on an ad-hoc basis that require varying levels of down-time over a given weekend. These activities include:
  - Security Patching
  - Unix Patching
  - Oracle Database patching
4. OSC HR/Payroll notifies employees and agency personnel of planned outages via the BEACON Portal page and [System Status](#) link located on the logon screen.