

Network Maintenance Freeze Periods

Overview

The Office of Information Technology, Telecommunications Division (TD) is responsible for monitoring and maintaining the devices that comprise the Rutgers Network (RUNet). This responsibility includes ensuring a stable and reliable infrastructure is available for critical periods during the University Fall and Spring Semesters.

Purpose

The purpose of this document is to present the process TD utilizes to determine the timeframe for network maintenance freeze periods, announce network maintenance freeze periods, and describe what actions are permitted during that timeframe.

Network Maintenance Freeze Periods

TD Network Operations maintenance freeze periods are based on the University Academic Calendar.

Freezes are scheduled as follows:

- Summer Session:

No freeze

- Semester Start:

~3 week freeze

Freeze begins approximately 1 calendar week prior to the start of the semester, continues through 1 week, and extends through 1 week to accommodate add/drop.

Semester Exams:

~2 week freeze

Freeze begins on first reading day, and extends throughout the exam period.

Communications

- Email:

TD Network Operations announces dates for an upcoming freeze ~3 weeks prior to the event through the regular weekly maintenance announcements that are distributed to the net_people@email.rutgers.edu mailing list.

- Website:

The TD Announcements section of the TD website www.td.rutgers.edu lists projected freeze periods for the current Academic calendar year.

Operational Responsibilities

Only the following requests will be processed during a freeze period:

- Access and aggregation switch port updates
- Host record updates
- NCG updates

Departmental computing staff should schedule network changes outside of the freeze periods.

TD reserves the right to perform emergency maintenance as required during an announced freeze period.

Questions

Questions or concerns regarding this guideline should be directed to the following email address noc@rutgers.edu.