This reference outlines regularly planned system maintenance windows for Whitworth-managed systems as well as the process for communicating special maintenance and unplanned downtime. Please contact the university Help Desk at helpdesk@whitworth.edu with any questions.

**Planned Maintenance**

Please see below for planned maintenance windows. Though these windows are reserved for system maintenance, systems will not always be offline during these windows.

<table>
<thead>
<tr>
<th>Type</th>
<th>Day(s)/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Systems*</td>
<td>Tuesday, Wednesday, Thursday 6:00-8:00 a.m.</td>
</tr>
<tr>
<td>Non-critical Systems</td>
<td>Daily, 6:00-8:00 a.m.</td>
</tr>
<tr>
<td>Colleague**</td>
<td>Mondays, 4:00-7:00 a.m.</td>
</tr>
</tbody>
</table>

*Critical Systems include the following:

- Colleague
- Colleague Advancement
- Colleague UI
- Domain Controllers
- F5 (used for logging in to various systems)
- File Shares
- Informer
- K2
- Nelnet
- Pirate Port
- Room Scheduling (Infosilem)
- Self Service
- Tableau
- Web Servers (Web Forms, Web CMS, Web Media, T4, Sign Control)
- Whitworth Web Site

**During the Colleague maintenance window, some or all of the Colleague systems may be unavailable.

- Colleague
- Colleague Advancement
- Colleague UI
- Informer
- Nelnet
- Self Service
Special Maintenance

Major upgrades will be scheduled ahead of time and communications around planned maintenance windows will be posted to Pirate Port.

Unplanned Maintenance/Downtime

In the event that a critical system is offline for more than 30 minutes between the hours of 8 a.m. and 5 p.m. on a work and/or school day, an important notification will be posted to Pirate Port. When the system is back online the notification will be updated and set to expire at midnight on the day when access was restored.

Non-Whitworth Managed Systems

Several systems are vendor-managed, which means Whitworth has little control over the maintenance schedule of the system. Vendor-managed systems include the following:

- Blackboard
- Office 365
- Qualtrics
- School Dude (Work Order Requests)