POLICY NAME: Service Availability Hours

Effective Date: The policy will become effective as of the date of approval.

Policy Owner: ITU Technology Systems Division

Policy Number: TSD-ITPP0012

Related Policies: None

Purpose: To define standard service availability measurement periods for information technology services provided by the ITU Technology Systems Division (TSD). The standardization of timeframes to be used for availability reporting purposes is intended to raise awareness of SLA metrics within TSD and to inform the timing of maintenance activities.

Scope: This policy applies to all information technology services, Service Level Agreements (SLA), and Operating Level Agreements (OLA) developed or maintained by the ITU TSD.

Policy Statement: The definition of standard service availability measurement periods helps to set customer expectations, and supports the creation of availability metrics and uniform processes across the ITU's various operating units. TSD system administrators should avoid performing non-emergency maintenance actions that would disrupt ITU services during their defined standard service operation and availability periods.
These standard periods or tiers are to be used as guidelines when setting availability targets for IT services. The intention of this policy is to align service availability hours across TSD departments and functions as much as possible, allowing system administrators the opportunity to avoid creating a service outage that would impact OLA/SLA availability metrics when scheduling upgrades and repairs outside of standard maintenance windows.

Expanded Guidance:

While standardization is desirable, there are specific situations that require flexibility due to unique requirements or customer demands. A TSD unit may define a “Custom” availability target for a service or an SLA only when required to meet customer needs. If no clear requirement exists, one of the predefined standard periods must be used.

Example 1:

TSD supports a server that provides services to classroom systems. Because classes are held in the early morning and in the evening, the requirement is for the service to be available for “Extended Hours” of 7:00am to 11:00pm Monday through Friday. The SLA incorporates that information. A network router develops a performance problem which Network Engineering considers to be urgent, but not an emergency. The router reboot is scheduled to start after 11:00pm in order to avoid impacting services to the classroom.

Example 2:

A customer department requests a server support arrangement with TSD. They want the server to be available for use from 9:00am until 12:00 midnight, Monday through Friday. The TSD server support group informs the customer of the “Extended Hours” standard but the customer insists that the SLA incorporate an availability metric using their requested timeframe. In response, the availability metric in the SLA is negotiated to reflect a lower performance target because the requested timeframe is outside of TSD’s standard and thus subject to being impacted by maintenance activities on supporting services.