

# Scheduled Maintenance Notification

**Date:** August 10, 2024 **From:** SRE Team **Type:** Planned Maintenance **Affected Services:** CloudForge, SecureVault

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## Summary

We will be performing scheduled maintenance on CloudForge and SecureVault infrastructure on **Saturday, August 17, 2024**. This maintenance is required to upgrade our database infrastructure for improved performance and reliability.

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## Maintenance Window

Detail	Information
<b>Start Time</b>	Saturday, Aug 17, 2024 at 2:00 AM PT
<b>End Time</b>	Saturday, Aug 17, 2024 at 6:00 AM PT
<b>Duration</b>	4 hours (expected 2-3 hours)
<b>Type</b>	Database infrastructure upgrade

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## Affected Services

### CloudForge

Component	Impact
Web Dashboard	Unavailable during maintenance
API	Unavailable during maintenance
CLI	Unavailable during maintenance
Provisioned Resources	No impact (continue running)
Monitoring	Limited during maintenance

## SecureVault

Component	Impact
Web Dashboard	Unavailable during maintenance
API	Unavailable during maintenance
CLI	Unavailable during maintenance
Cached Secrets	Applications with cached secrets unaffected
Dynamic Secrets	Unable to generate new credentials

## NOT Affected

- DevPipeline (separate infrastructure)
  - DataLens (separate infrastructure)
  - Customer cloud resources (AWS, GCP, Azure)
  - Previously provisioned infrastructure
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## What to Expect

### Before Maintenance (Now - Aug 17)

- Services operate normally
- Reminder notifications will be sent

### During Maintenance (2:00 AM - 6:00 AM PT)

- CloudForge and SecureVault dashboards show maintenance page
- API calls return 503 Service Unavailable
- CLI commands will fail with connection error
- **Your cloud resources continue running normally**

### After Maintenance

- Services restored progressively
  - Brief period of slower performance as caches warm
  - Full performance within 30 minutes
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## Recommended Preparations

### For CloudForge Users

1. **Complete pending deployments** before Friday EOD
2. **Avoid scheduling** automated deployments during window
3. **Ensure** critical resources are in stable state
4. **Note:** Existing resources are NOT affected

### For SecureVault Users

1. **Review** application secret caching configuration
2. **Test** that applications handle temporary unavailability
3. **Avoid** rotating secrets during maintenance window
4. **Consider** caching critical secrets if not already

### For DevOps/SRE Teams

1. **Pause** automated workflows that depend on CloudForge/SecureVault
  2. **Update** monitoring to expect downtime
  3. **Prepare** rollback procedures (not expected to be needed)
  4. **Schedule** on-call awareness
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## Technical Details

### What We're Doing

1. **Database migration** to new PostgreSQL cluster
2. **Storage upgrade** for improved IOPS
3. **Network optimization** for reduced latency
4. **Security patches** for underlying infrastructure

### Why This Maintenance

- Improved performance (30% faster API responses expected)
- Enhanced reliability (better failover capabilities)
- Security updates (latest patches)
- Capacity for growth (2x current headroom)

## Risk Mitigation

- Full backups completed before maintenance
  - Tested in staging environment
  - Rollback plan ready (30-minute rollback if needed)
  - On-call engineers standing by
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## Communication Plan

Time	Communication
Aug 10	Initial notification (this document)
Aug 15	Reminder email
Aug 16	Final reminder
Aug 17, 1:30 AM	Maintenance starting soon (Slack, Status page)
Aug 17, 2:00 AM	Maintenance started (Status page)
Aug 17, ~5:00 AM	Maintenance completing (Status page)
Aug 17, ~5:30 AM	Services restored (Slack, Email)

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## Status Updates

During maintenance, check status at: - **Status Page:** [status.novatech.com](http://status.novatech.com) - **Slack:** #incidents (internal) - **Twitter:** @NovaTechStatus

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## Contact

### Questions Before Maintenance

- Email: support@novatech.com
- Slack: #it-help (internal)

### Issues During Maintenance

- For emergencies only: #incidents (internal)
- Status page: [status.novatech.com](http://status.novatech.com)

## After Maintenance

- Report issues: support@novatech.com
  - Slack: #it-help (internal)
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## FAQ

**Q: Will my cloud resources (EC2, GKE, etc.) be affected?** A: No. Your provisioned cloud resources continue running normally. Only CloudForge management operations are affected.

**Q: What if I have a critical deployment during this window?** A: Contact support@novatech.com before August 15 to discuss options.

**Q: Can applications still read secrets from SecureVault?** A: Applications with cached secrets will continue working. New secret requests will fail during maintenance.

**Q: What if maintenance runs longer than expected?** A: We'll update the status page and extend the window. Buffer time is built into the 4-hour window.

**Q: Will there be another maintenance soon?** A: No major maintenance is planned for the next 3 months after this.

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*Thank you for your patience as we improve our infrastructure.*

— SRE Team