

Scheduled Maintenance Notification

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

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.

Maintenance Window

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

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
-

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
-

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
-

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
-

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)

Status Updates

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

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

After Maintenance

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

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.

Thank you for your patience as we improve our infrastructure.

— SRE Team