



**POLICY AND GUIDANCE**  
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**Document Information Classification: Unrestricted**

<b>Title:</b>	<b>TRE Maintenance Policy</b>
<b>Effective Date:</b>	<b>09 May 2019</b>
<b>Reference Number:</b>	<b>ISMS-03-08</b>
<b>Version Number:</b>	<b>1.5</b>
<b>Owner:</b>	<b>Information Security Manager,</b>
<b>Review Date:</b>	<b>10 Oct 2021</b>

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## **1. Purpose**

The TRE service is committed to ensuring the reliable access to data. In order to provide this goal all infrastructure assets must be maintained at specified intervals to minimise the risk of unplanned outages. It may also be necessary to take systems offline for planned or emergency maintenance. This policy details our aims in providing notice and communication in regards to systems maintenance and any associated downtime.

## **2. Scope**

This policy applies to maintenance performed on any service hosted from within the TRE that has dependent users, and any part of the TRE infrastructure that delivery of those services is reliant upon.

## **3. Responsibilities**

The TRE Operations Manager is responsible for:

- Investigating any unplanned maintenance
- Ensuring planned maintenance takes place within the designated timescales
- Supporting the process owner with any actions and non-conformances arising from this policy

The Process Owner is responsible for:

- Reporting issues arising from this policy to the senior management team
- Managing actions and non-conformances arising from this policy

The TRE Operations Team is responsible for:

- Communicating maintenance and downtime events in line with the documented notification periods

## **4. Policy**

### **4.1. Notification periods**

The TRE operations team will aim to notify affected users of:

- Planned maintenance occurring during normal TRE availability at least 1 week in advance.
- Planned maintenance occurring outside of normal TRE availability at least 1 working day in advance.
- Unplanned or emergency maintenance within 30minutes of discovery.

Note: Emergency downtime may come into effect immediately upon the TRE Operations team being notified of a serious security incident in order to protect TRE assets and datasets. Where this is necessary, the TRE Operations team will aim to deliver updates to affected individuals as soon as any threats to data are contained, and no more than 30 minutes of discovering the security event, with regular updates in regards to possible downtime until the event has been resolved.

### **4.2. Normal TRE availability hours**

The TRE service is available to its users 24 hours a day, 7 days a week. User support is provided between the hours of 09:00 and 17:00 Monday to Friday.

#### **4.3. Planned maintenance**

In order to provide robust and effective delivery of the TRE it may be necessary to make the TRE, or one or more services hosted within the TRE unavailable in order to perform maintenance, upgrades or housekeeping tasks.

If planned maintenance cannot be performed outside of normal TRE availability hours; for example due to supplier involvement or availability of staff, the TRE Operations team will inform affected users of the possible downtime and the systems involved. Notification will be sent out once the system is available for use again.

Where planned maintenance activities will not affect availability of the TRE systems (e.g. maintenance of building alarms, access systems or other activities that are assessed as not affecting TRE services) the TRE Operations team may choose to only inform individuals that will be directly affected.

#### **4.4. Emergency maintenance and immediate downtime**

Occasionally it may be necessary to remove access to TRE systems in order to provide emergency maintenance or to respond to security events. In some cases access may be removed without notice in order to limit the extent of the damage or security breach. When this happens the notification periods will apply and regular updates will be given.

As described in document ISMS-03-03 the TRE Operations team will maximise all efforts to ensure continuity of information security during planned or unplanned maintenance.

Where emergency downtime affects normal routes of communication, e.g. email, alternative routes will be sought to provide updates, for example by phoning TRE users.

#### **4.5. Notification of downtime and maintenance**

Notification periods will apply to all maintenance and emergency downtime notifications. The TRE Operations team can decide whether to inform all users or only the individuals that are directly affected. Notifications will be sent via email unless this is not available, or if alternative communication routes are identified as being more effective.

#### **4.6. Requests for urgent availability of the TRE**

The TRE Operations team understands that projects may require the TRE to be available for projects to meet deadlines. Users may request availability of the TRE during routine maintenance planned during normal TRE availability hours by giving notice no later than 3 days prior to the scheduled downtime. The TRE Operations team will attempt to reschedule maintenance in response to reasonable requests for continued availability.

#### **4.7. Method of notification**

Each TRE user has a record within the Q-Pulse 'People and TRE User Accounts' module, and each record contains an email address for that individual and phone number. The procedure for notifying

a TRE user is for a member of the TRE Operations team to send an email using the [tre-support@manchester.ac.uk](mailto:tre-support@manchester.ac.uk) mailbox.

#### 5. Cross-referenced ISMS Documents

Number	Type	Title

#### 6. Appendices

None