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Lab 9.2.4 Creating an Installation Schedule

Objective

- Create an installation schedule based on maintenance windows and downtime allowances.

Expected Results and Success Criteria

Before starting this lab, read through the tasks that you are expected to perform. What do you expect the result of performing these tasks will be?

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Why is ensuring that the customer and users are informed of network and services downtime an important part of the project implementation?

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Background / Preparation

Maintenance windows and planned downtime need to be included in the installation timeline. If only a few hours a day are available to make network changes, the project timeline must reflect this constraint. Otherwise, the time estimates are not accurate and the project may be late. Scheduling downtime for the network needs to be carefully planned to prevent a major disruption for the customer.

In this lab, you will create a maintenance schedule that includes the equipment involved, the time required, and suggestions for scheduling the maintenance that will cause the least impact on FilmCompany daily operations. Note that the maintenance windows allow for maintenance downtime to occur only from 2 a.m. to 6 a.m., Monday through Friday.

Step 1: List and prioritize the tasks that require downtime on the current network

List the tasks that require network downtime.

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Step 2: Document the required downtime on the project timeline

Sometimes it is not possible to complete all of the required tasks during an approved maintenance window. If an installation task requires the network, or part of the network, to be down during normal business hours, it is important to obtain permission from the customer. As soon as the time frame is determined and approved, all the people involved need to be notified accordingly.

a. List those tasks that can be completed during a scheduled maintenance window.

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b. List those tasks that require the network to be down during normal business hours.

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Step 3: Document customer approved downtime

a. Indicate on the Installation Plan Timeline when the network downtime will occur.

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b. Include a provision for customer approval to be recorded for this downtime.

c. Include a task that requires that the users who will be affected are notified with adequate advance notice of the network downtime. Ensure that the users are also notified when the network or service returns to full operation.