MAINTENANCE WINDOW GUIDELINES

Summit Digital Solutions, Inc.

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1. PURPOSE AND SCOPE

1. These Maintenance Window Guidelines ("Guidelines") establish the standard operating procedures and requirements for scheduling, executing, and managing system maintenance activities across Summit Digital Solutions, Inc.'s ("Company") technology infrastructure, including the Peak Performance Platform and associated systems.

2. These Guidelines apply to all maintenance activities affecting:

a) Production environments

b) Client-facing systems

c) Internal enterprise applications

d) Network infrastructure

e) IoT sensor networks

f) Data processing systems

g) Machine learning models and AI systems

2. DEFINITIONS

1. "Maintenance Window" refers to a pre-approved time period during which scheduled maintenance activities may be performed on Company systems.

2. "Emergency Maintenance" refers to unscheduled maintenance activities required to address critical system issues or security vulnerabilities.

3. "Change Advisory Board" or "CAB" refers to the designated group of technical and business stakeholders responsible for reviewing and approving maintenance requests.

3. STANDARD MAINTENANCE WINDOWS

1. Primary Maintenance Window:

- Every Sunday: 00:00 - 06:00 EST

- Reserved for major system updates and infrastructure changes

2. Secondary Maintenance Windows:

- Tuesday and Thursday: 22:00 - 00:00 EST

- Reserved for minor updates and patch deployments

3. Regional Considerations:

- EMEA: Sunday 02:00 - 08:00 CET

- APAC: Sunday 02:00 - 08:00 SGT

4. MAINTENANCE REQUEST PROCEDURES

1. Standard Maintenance Requests:

a) Must be submitted minimum 10 business days in advance

b) Require detailed implementation and rollback plans

c) Must include risk assessment and client impact analysis

d) Require CAB approval

2. Emergency Maintenance Requests:

a) Must be submitted with critical incident justification

b) Require CTO or designated deputy approval

c) Must include abbreviated implementation and rollback plans

5. NOTIFICATION REQUIREMENTS

1. Client Notifications:

- 7 days advance notice for standard maintenance

- 24 hours minimum notice for emergency maintenance

- Must be delivered via established communication channels

- Must include maintenance window duration and expected impact

2. Internal Notifications:

- 5 days advance notice to affected departments

- Must include detailed technical specifications

- Must identify key personnel and escalation contacts

6. EXECUTION REQUIREMENTS

1. Pre-Maintenance Checklist:

- System health verification

- Backup confirmation

- Resource availability confirmation

- Client acknowledgment verification

- Testing environment validation

2. During Maintenance:

- Real-time status updates every 30 minutes

- Continuous monitoring of system metrics

- Documented procedure execution

- Issue tracking and resolution

3. Post-Maintenance Requirements:

- System health verification

- Service restoration confirmation

- Client functionality verification

- Incident report completion

- Lessons learned documentation

7. COMPLIANCE AND REPORTING

1. Maintenance Records:

- Must be retained for 24 months

- Must include all approvals and notifications

- Must document all executed changes

- Must track actual vs. planned duration

2. Performance Metrics:

- Monthly maintenance window utilization

- Success rate tracking

- Impact analysis

- Client satisfaction metrics

8. EXCEPTIONS AND ESCALATIONS

1. Exception Requests:

- Must be approved by CTO and COO

- Require written business justification

- Must include risk mitigation plan

2. Escalation Path:

Maintenance Team Lead

Infrastructure Manager

Chief Digital Officer

CTO

COO

9. REVIEW AND UPDATES

1. These Guidelines shall be reviewed and updated annually or as required by significant changes in Company operations or technology infrastructure.

2. All updates must be approved by the Technology Governance Committee and communicated to all affected parties.

10. GOVERNING LAW

1. These Guidelines shall be governed by and construed in accordance with the laws of the State of Delaware, without giving effect to any choice of law or conflict of law provisions.

APPROVED AND ADOPTED:

By:

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Date: _

By:

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