

Maintenance

Subject: Scheduled Maintenance Notice - Backup Servers Update

Dear Valued Team Members,

This document is to inform you that we will be conducting scheduled maintenance on our backup servers to ensure the ongoing reliability and security of our data management infrastructure. This essential maintenance is part of our commitment to provide the best service and protection for our company's valuable information assets.

Maintenance Window:

The maintenance is scheduled to take place this Saturday 27 April 2024, starting at 2:00 AM and is expected to conclude by 5:00 AM. During this period, access to backup servers will be temporarily unavailable.

Purpose:

The objective of this maintenance is to implement the latest security patches, perform system upgrades, and conduct a thorough check of the backup systems to ensure that our data recovery processes remain robust and efficient.

Impact:

Please expect intermittent or no access to the backup servers during the maintenance window. We advise you to complete any critical work that requires access to these servers ahead of time to avoid any inconvenience.

Contingency Plan:

In the unlikely event of an extended outage, we have a contingent operational plan in place to minimize the impact on our services. We will keep you updated on the progress through our usual communication channels.

For team members requiring urgent access to the backup SSH servers during the maintenance period, you can use the temporary password "***B@ckup2024!*" - kindly ensure this information is handled securely and do not share it outside of our team.

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation as we perform these necessary updates to our system. Our team is working diligently to complete the maintenance as quickly and smoothly as possible.

Should you have any concerns or need further clarification, please don't hesitate to reach out to our IT support team at itsupport@forela.co.uk or via our internal communication channels.

Thank you for your attention and support.

Best regards,

Alonzo Spire
IT Operations Manager
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