Site Ops Maintenance Policy & Procedures

# 1 – Overview

The intent of this document is to define and develop a policy for server maintenance, scheduling and alerting on CB Site Operations systems. This document will define policies and procedures and should be used as a reference for maintaining production and development servers.

# 2 – Purpose

The purpose of creating a policy is to provide general guidelines for Site Operations employees to follow for performing maintenance on servers.

# 3 – Scope

The scope of this policy applies to Site Operations standard procedures.

3.1 – Responsibility

Site Operation’s Team is responsible for reviewing and maintaining any changes to this policy. The policy will be reviewed bi-annually for its content and accuracy.

# 4 – Policy

4.1 – General

* **Standard maintenance** consists of work that doesn’t require down time and can be performed on live production environment. It includes installing software, clearing disk space, adding/removing permissions etc. These can be performed during business hours.
* **Scheduled maintenance** takes place every Saturday between 8:00AM and 4:00PM ET. This is not user affecting; servers are taken out of their pools before updates are done, and placed back in when completed. No one pool is entirely down at one time and no entire rack is offline during updates. Updates pushed out during scheduled maintenance consist of Microsoft and Linux Patches, Updates, and Service Packs (pending appropriate testing) as well as Dell Firmware and Driver updates. Because Microsoft releases their patches on the second Tuesday of every month, we have chosen the schedule indicated below.  
  + 2nd Saturday of the Month – DEV\*\*
  + 3rd Saturday of the Month – QTW and DRG
  + 4th Saturday of the Month – CHI, AMS, and DR
  + 1st Saturday of the Month – QTM

\*\*Exception: The DEV rack is taken off-line all at once during business hours.

* **Un-scheduled maintenance** consists of work that is critical in nature and requires down time. Usually it is either faulty Hardware or a Critical Patch or Software Issue. This can be performed any time of the week in cooperation with the Site Infrastructure Team to minimize disruption.
* **Out of Band maintenance** consists of Platform affecting work that cannot be performed during production hours (7:00am EST to 9:00pm EST). Out of band maintenance must be done after hours, which is defined as 9:00pm EST through 2:00am EST. Notice must be announced/sent at least 24hrs prior to said maintenance, but should be discussed with leaders during the weekly datacenter maintenance meeting.

4.2 – Approval

* + Standard maintenance does not require approval, but TT must be entered that lists the scope of the maintenance to be performed.
  + Scheduled maintenance requires approval from only the Siteops manager or SiteDB Manager depending on area of concern.
  + Un-scheduled maintenance requires approval from the gateway person.
  + Out of Band maintenance requires approval from Siteops Manager.

4.3 – Notification

* Standard maintenance does not require any notification to other groups, only alerting Site Maintenance (DL) is required.
* Scheduled maintenance requires Notification Sent out to affected departments 1 week prior to maintenance and a reminder sent 2 days before then on the Day of Maintenance.
* Un-scheduled maintenance requires Emergency Notification to be sent out to SiteInfrastructureTeam (DL) and all affected Departments with details of work being performed.
* Out of Band maintenance requires Notification Sent out to affected departments 1 day prior to maintenance and a reminder on the day of maintenance.

4.4 – Validation

* Updates and Security Patches are tested on Dev/Test Servers (Only Critical Servers) after the First notification is sent. Gateway person is notified and once all clear on health of Server, the Patch/Update is white listed for install. This is true only for Schedule maintenance and Out of Band Maintenance.

5.0 Definitions Terms **Definitions**

Gateway Person The person or a DL listed as the main contact for the server or application.

# 6.0 Revision History

1.0 06/29/09 Robert Wicks

1.1 08/01/11 Brooke Covert

1.2 02/21/12 Brooke Covert

1.3 11/29/12 Brooke Covert Rewrote Section 4.1 - Out of Band Mtc

1.4 02/28/13 Brooke Covert 4.1 Unscheduled Mtc – Edit

1.5 08/15/13 Brooke Covert Updated formatting

1.6 02/17/14 Brooke Covert 4.1 Scheduled Mtc – Edit

1.7 05/22/14 Cody Rucks Removed SiteServer from document | 4.1 Edit