SCHEDULED SYSTEM MAINTENANCE FOR DECEMBER 27th from 5 am to 5 pm

UBC Information Technology routinely conducts maintenance on its services and systems throughout the year. Maintenance activities on enterprise systems that are known to have a high impact on stakeholders are scheduled during periods when the impacts are most reduced.  During the December break we will be conducting maintenance on December 27, 2012 that will have impacts on network connectivity to the wired and wireless networks as well as the Virtual Private Network (VPN).  On Wednesday December 27, 2012, UBC will be completing core network maintenance between the hours of 5am and 5pm, and we do expect there will be network connectivity impacts during this period.  The following activities will be taking place:

1. **Between 5AM and 10AM Dec 27**, work will be done on core wired network components.  During this period network outages will take place, affecting most of campus including point of sale systems and the Virtual Private Network (VPN) service.
2. **Between 10AM and 4PM Dec 27**, work will be completed at the UBC Okanagan campus on the core network, with minimal expected impact
3. **Between 1PM and 5PM Dec 27,** work will be completed on the UBC wireless network affecting all locations, including Robson Square, UBC Okanagan, and Hospital locations.  We expect a 20 minute complete outage during this period, with possible periods of interruption throughout the entire maintenance window

We anticipate that there may be impacts for some people working on campus however these activities are important to help resolve some issues that have the potential to disrupt campus connectivity and are critical to ongoing operations.  If you have any questions about these activities, please don’t hesitate to contact our project manager for the change, Salim Jan-Mohamed, at salim.janmohamed@ubc.ca

For information on UBC Information Technology’s planned quarterly maintenance window, please visit us at <http://www.it.ubc.ca/change_mgmt>.  During the outage window, updates will be posted at <http://bulletins.it.ubc.ca>. If problems are experienced after the change window has expired, issues can be reported to our UBC IT events monitoring team at (604) 822-6141 or (604) 822-2074.