


Pillado, Margarita A.

From: Henderson, Mark E
Sent: Thursday, February 25, 2016 12:19 PM
To: Henderson, Mark E
Cc: Henderson, Mark E
Subject: Email Server Maintenance - 2-25-16

Importance: High

Good day. Due to the availability of existing local and support resources we will be executing maintenance on the email server beginning at 3pm today. There will be a disruption of service for approximately 15 minutes. You will be able to logon to the system immediately afterwards. Thank you for the continued support.

Mark E. Henderson, Ed.D
Manager, College Information Systems

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henderme@piercollege.edu

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David Brinkley (1920 - 2003)

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Albert Einstein (1879 - 1955)

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Ralph Waldo Emerson (1803-1882)

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Marcus Aurelis (121 AD - 180 AD)

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Pillado, Margarita A.

From: Henderson, Mark E
Sent: Friday, March 25, 2016 12:16 PM
To: Henderson, Mark E
Subject: FW: Pierce Data Center Maintenance - Thursday, April 7, 2016

Importance: High

Good day all. The Data Center Maintenance evolution has been moved to begin Thursday, April 7, 2016 and continue through Friday, April 8, 2016, which is a half-day. Data center services will return to full capacity after the completion of this evolution, Monday, April 11, 2016. We thank you for your continued support.

From: Henderson, Mark E
Sent: Thursday, March 24, 2016 11:13 AM
To: Henderson, Mark E
Subject: Pierce Data Center Maintenance - Monday, April 4, 2016
Importance: High

Good day. We will be executing data center re-engineering and maintenance beginning Monday, April 4, 2016. We are estimating a downtime to data center services (server activity) from 9am to 3pm, Monday, April, 4. The goal of this evolution is to properly configure our data center hardware to create flexibility in the ability to provision new virtual servers for resiliency moving forward, reallocate disk space, and modify our current backup protocol to accommodate all our accumulated data. This is the most opportune time to allow the re-engineering evolution to occur 1) there will be no impact to instruction, and 2) the re-engineering team can better coordinate their efforts with their corresponding teams in various time zones during normal business hours.

This will have minimal effect on the campus website. We will still maintain a presence to the Internet.

What this means for us?

There will be **no** access to the following:

1. The ability to log onto the network (we will not be able to access DEC, SAP, or other District systems).
2. X:\ Drive.
3. Departmental shared network drives.
4. Printer services.
5. Email – Onsite or via Outlook Web Access.
6. SharePoint Services.
7. Library labs.
8. All other academic department student labs.
9. Bookstore systems.
10. Lenel security systems.
11. HVAC.
12. Roomview – Old AV management and support system.
13. Utology – New AV management and support system.
14. Student tracking systems.

15. Viatron.
16. All Remote connectivity services.
17. Foundation server services.
18. Room manager.

Data center services will return after the completion of this evolution, Tuesday, April 5, 2016. We thank you for your continued support.

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Pillado, Margarita A.

From: Henderson, Mark E
Sent: Wednesday, March 30, 2016 11:49 AM
To: Henderson, Mark E
Subject: System Maintenance - April 7 and April 8

Good day. We will be executing data center re-engineering and maintenance beginning Thursday, April 7, 2016 at 5pm. We are estimating a downtime to data center services (server activity) from 5pm, Thursday, April 7 through Friday, April 8, 2016 at 5pm. Supervisors must plan accordingly for employees that will not have access to campus applications after 5pm Thursday night and Friday due to this IT Server upgrade. Employees should work directly with their supervisor regarding any questions related to activities in their work area. Data center services will return fully Monday, April 11, 2016 at 8am. This will have minimal effect on the campus website. We will still maintain a presence to the Internet. Students will continue to have access to Library databases via the Pierce College website.

Thank you for your continued support.

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From: Henderson, Mark E
Sent: Thursday, May 12, 2016 3:43 PM
To: Henderson, Mark E
Subject: SharePoint Server Maintenance - May 13, 2016

Good day. We have to execute immediate SharePoint Server maintenance and updates, beginning tomorrow Friday, May 13 at 9am and it will conclude by 3pm. This will impact the ability to upload and access all the Senate, Pierce College Council, and any other additional committee websites. You will not be able to access those committee websites during that time. This will not affect any other network or system service. We apologize for the inconvenience and thank you for your support.

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Pillado, Margarita A.

From: Henderson, Mark E
Sent: Thursday, June 2, 2016 4:01 PM
To: Henderson, Mark E
Subject: Maintenance Reminder - 6-2-16

Good day. This is a reminder that we will be executing system maintenance this 1st Friday June 3. You may experience intermittent system disruptions or system slowing. We are not taking any systems down. Thank you for your continued support.

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Pillado, Margarita A.

From: Henderson, Mark E
Sent: Wednesday, August 17, 2016 12:14 PM
To: Henderson, Mark E
Subject: System Maintenance - Friday, August 19

Good day. This is a reminder that we will be executing system maintenance this 3rd Friday, August 19. You may experience intermittent system disruptions or system slowing. We are not taking any systems down. Thank you for your continued support.

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Pillado, Margarita A.

From: Henderson, Mark E
Sent: Thursday, March 16, 2017 2:42 PM
To: Henderson, Mark E
Subject: Web Site Maintenance - March 16, 2017

Good day. This evening at 5:30pm we have to execute past due website maintenance. This will disrupt web services for up to 1 hour. Normal operation will return after the maintenance has occurred. Thank you.

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Pillado, Margarita A.

From: Henderson, Mark E
Sent: Wednesday, April 19, 2017 10:19 AM
To: Henderson, Mark E
Subject: Phone System Maintenance - 4-19-17

Good day. This Friday, April 21, 2017 we will be executing phone system maintenance from 2pm to 4pm. There should be no interruption to service as the preliminary work has already been executed. Thank you.

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