



Ansira has dozens of servers that support all functions of our business. Some of the servers host web sites, others run the databases that store client and Ansira data, and still others allow email to work.

It is part of normal operations for all IT departments across the globe to occasionally perform maintenance on each server to ensure they are operating at peak performance. As a result, sometimes servers need to be taken offline, which means they are unavailable to perform their specific function.

Ansira is a Microsoft technology-centric network. This means we run primarily Microsoft operating systems on our servers. Microsoft releases patches or fixes for known problems with their software on the second Tuesday of every month.

Due to Ansira's desire to maintain as efficient and secure a computing environment as possible to maximize our ability to serve our clients and to minimize unexpected outages, Ansira has a standard maintenance schedule for our systems. At the bottom of this document is a schedule of the planned maintenance windows for the year 2021.

We have three main types of planned maintenance windows: **Non-Production Patching, Production Patching, and Application Releases.**

The Non-Production Patching is performed on the second Thursday of every month and affects Dev, Test and Stage servers. This maintenance is performed automatically at 3 a.m. with post checks occurring at 8 a.m. Friday to ensure all systems have been patched, rebooted and are running properly.

The Production Patching window follows a third Saturday of the month schedule. That window is approximately 10 days after the Non-Production Patching and after application monitoring and testing indicates no incidents or issues have occurred for application on Non-Production servers. These Production Patching windows will affect access to external client facing web sites.

Application Releases for websites occur monthly and contain enhancements, bug fixes and new functionality within our Ansira Edge product modules. The application Release window is generally from 8 p.m. to 11 p.m. CT on the dates within the table at the end of this document. These Application Release windows will affect access to external client facing web sites.

Be advised that Ansira *does not guarantee* that any function supported by Ansira will be available during the maintenance windows described above. In other words, during the maintenance, Ansira's web sites will be unavailable.

Please be advised that these schedules may be modified as required by Ansira and, in such cases, notification will be provided if that occurs.

Un-Planned maintenance, emergency application releases and critical patches will be evaluated based on the impact to the business functions and attempts will be made to install during the non-peak business hours of 8 p.m. – 5 a.m. Central Time. If it is determined that business functions are affected, and the change needs to be implemented or that a vulnerability has been identified that could compromise our client websites and/or data could be damaged, the change will be implemented immediately. Ansira IT will notify the Ansira Account and Client Partnership teams and maintenance pages will be displayed on affected client sites as soon as possible to inform clients of the emergency release outside of the regularly scheduled maintenance windows.

Planned Maintenance Windows for 2021

DATE	EVENT/SYSTEM	MAINTENANCE TYPE
JANUARY		
Wednesday, January 6	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Thursday, January 14	Dev, Test, Stage	Non-Production Server Patching
Saturday, January 23	Production	Production Server Patching
FEBRUARY		
Tuesday, February 2	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Thursday, February 11	Dev, Test, Stage	Non-Production Server Patching
Saturday, February 20	Production	Production Server Patching
MARCH		
Tuesday, March 2	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Thursday, March 11	Dev, Test, Stage	Non-Production Server Patching
Saturday, March 20	Production	Production Server Patching
Tuesday, March 30	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
APRIL		
Thursday, April 15	Dev, Test, Stage	Non-Production Server Patching
Saturday, April 24	Production	Production Server Patching
Tuesday, April 27	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
MAY		
Thursday, May 13	Dev, Test, Stage	Non-Production Server Patching
Saturday, May 22	Production	Production Server Patching
Tuesday, May 25	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
JUNE		
Thursday, June 10	Dev, Test, Stage	Non-Production Server Patching
Saturday, June 19	Production	Production Server Patching
Tuesday, June 22	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
JULY		
Thursday, July 15	Dev, Test, Stage	Non-Production Server Patching
Tuesday, July 20	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Saturday, July 24	Production	Production Server Patching
AUGUST		
Thursday, August 12	Dev, Test, Stage	Non-Production Server Patching
Tuesday, August 17	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Saturday, August 21	Production	Production Server Patching
SEPTEMBER		
Tuesday, September 14	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Thursday, September 16	Dev, Test, Stage	Non-Production Server Patching
Saturday, September 25	Production	Production Server Patching
OCTOBER		
Tuesday, October 12	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Thursday, October 14	Dev, Test, Stage	Non-Production Server Patching
Saturday, October 23	Production	Production Server Patching
NOVEMBER		
Tuesday, November 9	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Thursday, November 11	Dev, Test, Stage	Non-Production Server Patching
Saturday, November 20	Production	Production Server Patching
DECEMBER		
Tuesday, December 7	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release
Thursday, December 9	Dev, Test, Stage	Non-Production Server Patching
Saturday, December 18	Production	Production Server Patching
Tuesday, December 21	Ansira Edge (Distributor, TPMI, CFM, FMP)	Application Release