



Ansira has dozens of VM's that support all functions of our business. Some of the VM's 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 an 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 calendar year 2024.

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 Thursday following the 2nd Tuesday of every month and affects Dev, Test, Stage and (where applicable) UAT servers. This maintenance is performed automatically at 3a.m. with post checks occurring at 8a.m. Friday to ensure all systems have been patched, rebooted and are running properly.

The Production Patching window is generally 9 days later, on Saturday, 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 8p.m. to 11p.m. 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 maybe 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 8p.m.-5a.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 2024

DATE	EVENT/SYSTEM	MAINTENANCE TYPE
JANUARY		
Tuesday, January 9	Distributor, TPMI, CFM, FMP, AGP	Application Release
Thursday, January 11	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, January 20	Production	Production Server Patching
FEBRUARY		
Tuesday, February 6	Distributor, TPMI, CFM, FMP, AGP	Application Release
Thursday, February 15	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, February 24	Production	Production Server Patching
MARCH		
Tuesday, March 5	Distributor, TPMI, CFM, FMP, AGP	Application Release
Thursday, March 14	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, March 23	Production	Production Server Patching
APRIL		
Tuesday, April 2	Distributor, TPMI, CFM, FMP, AGP	Application Release
Thursday, April 11	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, April 20	Production	Production Server Patching
Tuesday, April 30	Distributor, TPMI, CFM, FMP, AGP	Application Release
MAY		
Thursday, May 16	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, May 25	Production	Production Server Patching
Wednesday, May 29	Distributor, TPMI, CFM, FMP, AGP	Application Release
JUNE		
Thursday, June 13	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, June 22	Production	Production Server Patching
Tuesday, June 25	Distributor, TPMI, CFM, FMP, AGP	Application Release
JULY		
Thursday, July 11	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, July 20	Production	Production Server Patching
Tuesday, July 23	Distributor, TPMI, CFM, FMP, AGP	Application Release
AUGUST		
Thursday, August 15	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Tuesday, August 20	Distributor, TPMI, CFM, FMP, AGP	Application Release
Saturday, August 24	Production	Production Server Patching
SEPTEMBER		
Thursday, September 12	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Wednesday, September 17	Distributor, TPMI, CFM, FMP, AGP	Application Release
Saturday, September 21	Production	Production Server Patching
OCTOBER		
Thursday, October 10	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Tuesday, October 15	Distributor, TPMI, CFM, FMP, AGP	Application Release
Saturday, October 19	Production	Production Server Patching
NOVEMBER		
Tuesday, November 12	Distributor, TPMI, CFM, FMP, AGP	Application Release
Thursday, November 14	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Saturday, November 23	Production	Production Server Patching
DECEMBER		
Tuesday, December 3	Distributor, TPMI, CFM, FMP, AGP	Application Release
Thursday, December 12	Dev, Test, Stage, UAT (if applicable)	Non-Production Server Patching
Tuesday, December 17	Distributor, TPMI, CFM, FMP, AGP	Application Release
Saturday, December 21	Production	Production Server Patching