

**WE ARE
ENABLING
SUCCESS**

IMPORTANT NOTICE:

OPERATIONAL EXCELLENCE NIGHTS

Information Technology Services has three "operational excellence nights" scheduled for the coming year. During these scheduled nights, most (if not all) technical services will be temporarily unavailable.

Understanding that shutdowns of any kind are inconvenient, they are, nevertheless, necessary so Information Technology Services and its network of partners can carryout critical infrastructure activities on behalf of the Humber community including:

- 1 - Patching/Updating hardware and software assets against security threats to keep Humber's data safe
- 2 - Testing the organization's business continuity solutions to mitigate against unexpected service interruptions
- 3 - Optimizing the performance of key business systems to ensure a consistently positive end-user experience

Operational Excellence Nights for this year, as well as the next two years, are as follows:

| 2023 DATES | 2024 DATES | 2025 DATES |
|------------------|-----------------|----------------|
| March 11 - 12 | March 9 - 10 | March 8 - 9 |
| June 24 - 25 | June 22 - 23 | June 21 - 22 |
| November 11 - 12 | November 9 - 10 | November 8 - 9 |



Each of the scheduled nights will start Saturday evening and carry forward until early Sunday morning.

IMPORTANT: Work of a urgent nature may, occasionally, necessitate additional service interruptions. In such cases, Information Technology Services will make every effort to schedule the work (with advance notice) early in the morning, late at night, or over a weekend to minimize the impact to operations.

Questions? Concerns? Please contact Ryan Burton, Director of Digital Solutions, at Ryan.Burton@humber.ca

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