

## Maintenance

To all Enterprise VoIP Customers:

As the VoIP service continues to grow and mature, we periodically evaluate various portions of the service for the purpose of achieving optimal efficiency. Based on the analysis of maintenance activities as well as the impact of maintenance on a widening customer base we are documenting the VoIP Maintenance Windows as follows:

### **VoIP System Maintenance –**

Maintenance planned specifically for and only affecting the VoIP system will occur at the following times:

- **Changes potentially impacting customers** - Sundays between 2:00 a.m. and 6:00 a.m.
- **Transparent Changes** – Evenings after 5pm as needed.

Windows will be scheduled and VoIP agencies will be advised prior to service impacting maintenance via e-mail and the CMS Change process. (See additional detail about the Change Control process provided below)

### **Wide Area Network Maintenance –**

Maintenance planned for the Illinois Century Network that affects the VoIP system will occur on Saturdays between 12:00 a.m. to 5:00 a.m. When maintenance affects VoIP users, VoIP agencies will be advised prior to maintenance via e-mail and the CMS Change process. (See additional detail about the Change Control process below)

### **Unscheduled (Emergency) Maintenance –**

Unscheduled (Emergency) Maintenance windows will be executed as needed. Windows will be scheduled and VoIP agencies will be advised prior to maintenance via the CMS Change process and contacted directly as applicable. (See additional detail about the Change Control process provided below)

**CMS Change Advisory Committee reports are uploaded to and available on the ECM SharePoint Site**

at: <https://bccs.portal.illinois.gov/cto/ecm/>

**The Change Advisory Committee Meeting is held each Wednesday at 1:30pm**

Bridge conference number **available upon request.**

If you are unable to reach the SharePoint site, please contact the Change Team at [CMS.ChangeManagement@illinois.gov](mailto:CMS.ChangeManagement@illinois.gov) reports will be sent to you directly.