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UIT will perform a series of software upgrades to switching infrastructure at the university's data centers in May and June 2023.

Tentative schedule:

- Downtown Data Center (DDC) co-location services: Thursday-Friday, May 18-19, 8:00 p.m. to 12:00 a.m.
- Tonaquint Data Center (TDC): Monday, May 22, 9:00 a.m. to 1:00 p.m.
- DDC: Sunday, June 11, 12:30 a.m. to 4:30 a.m.

Non-redundant systems that only connect to a single switch will experience up to 45 minutes of downtime while the switch reboots. For redundant systems, each leg of the connections may momentarily lose network service when the switch reboots, though the potential for a longer outage impacting all DDC and TDC systems exists. Systems that rely on the network to and from the DDC include but are not limited to Epic, Pulse, Citrix, Call Recording, PeopleSoft, UMail, Campus Information Services, and UKG (Kronos); systems at the TDC include disaster recovery services.

Cognizant infrastructure system owners are being contacted and are strongly encouraged to validate that their systems are operational during the last hour of each respective change window. To report system issues, please open a "high" urgency ticket for the Network Services team by calling 801-581-4000.

Please visit the University IT Services Status page for information during this and future maintenance events.