

## **Standard Hours of Operation for the Datatel/Colleague System**

TO: All Datatel Colleague System Users

FROM: Datatel Support Team

RE: Datatel Hours of Operation

DATE: July 9, 2002

It has become necessary to enforce the following standard hours of operation for access to the Datatel/Colleague system. For a full explanation of the reasoning behind this change, please read the text following the hours of operation statements.

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### **Standard Hours of Operation for the Datatel/Colleague System**

All authorized users may access the system from 6am until 7pm Monday through Sunday.

Processes that require a near quiet system will occur between 7pm and Midnight Monday through Sunday.

Administrative processes (system backup, warehouse downloads, file resizing and compaction, etc.) that require all users to be logged out will occur between Midnight and 6am Monday through Sunday.

The current restriction on budget transfers & final approvals (they must occur between 8am and 4:30pm) is still in effect. Doing these activities outside the stipulated time causes delays in critical system processing.

Outages other than emergency outages will be announced as far ahead of their occurrence as can be reasonably planned.

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#### **Explanation:**

All business systems require periods of time when software maintenance can be applied, consistent backups of data can be taken, periodic "roll over" of files from one year to another can be done, etc. Each business day, a "close of business" point should be established to insure a consistent set of data files is in place for "batch" reporting, warehouse loading, and file backup.

The computerized accounting system (Datatel/Colleague) has been operating without a well defined "close of business" point. This has caused a few problems in the past that have been resolved by phone calls and other informal communication channels. And as more people use Datatel during hours outside the regular work day and from off campus, conflicts between end user activity and processing requiring low system activity have been increasing. During the fiscal year end period just completed, critical work was delayed as end user activity was occurring that blocked fiscal year end processing of data files.

In response to these recent usage conflicts, the above standard hours of operation for the Datatel system have been established effective immediately. All Datatel users are invited to send comments on this change to Kriss Davis (Chairman of the Datatel Technical Committee, [kp Davis@ilstu.edu](mailto:kp Davis@ilstu.edu)). The above schedule was worked out by the Datatel Technical Committee as a reasonable starting point, but the committee urges all Datatel users that have a comment to voice it. Other outage periods will be announced prior to their occurrence except for unavoidable emergency outages.