

AVCCD Information Technology Services

Scheduled Outage Communications

April 21, 2017

Purpose

Apply mandatory upgrades and patches to the student information system, Banner and reporting system, Argos. ITS will be performing these upgrades and patches during our scheduled maintenance period on Friday, April 21, 2017 from noon until 3:00pm.

During the outage, Banner Prod, Banner INB, Argos, BannerWeb (Student, Faculty, Employee, and Finance self-service), and all other processes dependent upon Banner will be unavailable.

All internal network, internet access, and phone services, will be available during the outage.

External Communication

Notice to All Students:

ITS will be performing an upgrade to the student information system between the hours of noon and 3:00pm on Friday, April 21, 2017. All services associated with the Banner database server will be unavailable during this time. The maintenance is intended to ensure compliance with mandated regulations.

These services will not be available:

Banner Web services including:

student grades, class schedules, registration, and employee time sheets

These services should be available:

Gmail and Calendar Services
Blackboard
Canvas

For a listing of all our scheduled outages or for more information, please visit: [ITS Outages](#)

Email to All Staff:

ITS will be performing an upgrade to the student information system between the hours of noon and 3pm this Friday, April 21, 2017. All services associated with the Banner database server will be unavailable during this time. The maintenance is intended to ensure compliance with mandated regulations.

SPRING FACULTY: Blackboard, Canvas and GMail will not be impacted by this outage.

These services should be available:

Email and Calendar Services
Blackboard
Canvas
MyAVC at <https://myavc.avc.edu> (but not access to student grades, class schedules, employee time sheets, etc.)

These services will not be available:

**Banner INB,
Banner Web, (student grades, class schedules/rosters, employee time sheets, finance and pay information)
WorkFlow, Argos**

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