

Planned Maintenance Policy

IFS Cloud Services

Version 1.0

Valid until superseded by a later version



Planned Maintenance Policy – IFS Cloud Services

Introduction and Applicable Services

Regular maintenance activities are a critical element of any cloud service and are vital to maintaining the security, reliability, availability and performance of the service. It is extremely important that these activities take place in a timely manner, both to avoid a growing “backlog” of overdue tasks which may exceed the normal maintenance period, and because they may include time-sensitive changes such as security fixes to critical components.

Some maintenance activities require the service to be made unavailable for a period of time. In order to aid planning, this Planned Maintenance Policy – IFS Cloud Services (“Policy”) – provides information about the different types of planned maintenance applicable to IFS Cloud Services along with standard maintenance window schedules where applicable.

This Policy applies to the IFS Cloud Services for the following IFS Application Software Releases only:

- IFS Cloud
- IFS Applications 10
- IFS Applications 9
- FSM 5
- FSM 6
- PSO 5
- PSO 6

Platform Maintenance

Platform Maintenance Windows occur on a monthly basis as described in the below table and are used to undertake maintenance activities on the platforms supporting IFS’ Cloud Services. IFS will endeavour to minimise the duration of any downtime associated with maintenance, however availability of the IFS Cloud Service during these scheduled maintenance windows is not assured.

The regions referred to below (Americas/EMEA/APAC) are the geographical location of the primary data center used to provide the IFS Cloud Service. Please note that all times are provided in Coordinated Universal Time (UTC).

	Non-Production Environments <i>1st weekend after the 2nd Tuesday of each month</i>		Production Environments <i>2nd weekend after the 2nd Tuesday of each month</i>	
	Start	End	Start	End
Americas	0700 Saturday UTC	1100 Saturday UTC	0700 Saturday UTC	1100 Saturday UTC
EMEA	2300 Friday UTC	0300 Saturday UTC	2300 Friday UTC	0300 Saturday UTC
APAC	1400 Friday UTC	1800 Friday UTC	1400 Friday UTC	1800 Friday UTC

Deferring Platform Maintenance

Whilst it is not advised, it is nevertheless recognised that there may be abnormal business situations where customers may on rare occasions need to defer a regular *Platform Maintenance Window*. By exception, customers may cancel a given window with a minimum of 72 hours’ notice

by notifying IFS via the IFS Support Portal. Failure to provide notice in time will result in the maintenance taking place as planned. No more than one window may be cancelled in any calendar quarter.

Maintenance which has been deferred will be undertaken during the next scheduled *Platform Maintenance Window*, along with any other activity required for that window. This may result in maintenance exceeding the normal schedule and will not be regarded as an outage.

Scheduled Maintenance

In addition to the regular monthly *Platform Maintenance Windows* outlined above, additional *Scheduled Maintenance* activities may take place from time to time. These *Scheduled Maintenance* activities may be customer-initiated or IFS-initiated and are scheduled with customers on a case-by-case basis dependent on the nature and duration of the maintenance activity required.

IFS-initiated activities are considered to be *Scheduled Maintenance* if a maintenance downtime has been agreed with the customer prior to said maintenance activity taking place.

Emergency Maintenance

In exceptional circumstances it may be necessary to undertake *Emergency Maintenance* in order to protect a customer environment. *Emergency Maintenance* is limited to situations of such severity that, in IFS' view, the activity cannot wait for *Scheduled Maintenance* or a *Platform Maintenance windows*. IFS will notify customers in the event of *Emergency Maintenance* and will undertake the work required without waiting for customer approval.

Examples of *Emergency Maintenance* include addressing a critical zero-day security vulnerability rated >9.0 on the CVSS v2 scoring system, or proactive maintenance required to protect the environment from imminent failure or uncontrolled outage.

Downtime

Every effort will be made to minimise downtime (IFS Cloud Service unavailability) during planned maintenance. However, IFS Cloud Service availability during these periods is not assured, and the full duration of any *Platform Maintenance* or *Scheduled Maintenance* shall be treated as Scheduled Downtime for the purposes of calculating IFS Cloud Service availability.

Glossary of Terms

- “Application Software” means IFS software product or products licensed for use by the customer
- “IFS Cloud Services” means the IFS service offering which provides IFS Application Software to customers as a cloud service
- “Release” means the major version of a given Application Software product
- “Scheduled Downtime” shall have the meaning given in the contract for IFS Cloud Services