

# ICTS Policies

## SAP PRD emergency maintenance policy

### Document summary

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### Purpose

This policy ensures clarity around PRD emergency maintenance.

### Acronyms

<u>Term</u>	<u>Definition</u>
ACCC	Administrative Computing Co-ordinating Committee
PRD	Production version of SAP
SA	Systems Access
SAP	System, Applications and Products
SD	Systems Division
SOG	SAP Operations Group
ACCC	Administrative Computing Co-ordinating Committee

## Applicable to

This policy is intended for the SA, SD Production Support, SD Systems Development and CP teams. The business process owners, PRD key users and external consultants may refer to the policy if necessary.

## Policy details

Where possible maintenance should be arranged within the ICTS scheduled monthly maintenance slots. See the [System Availability Schedule](#) on the ICTS website.

1. **Emergency maintenance during normal working hours (08h00 to 17h00 on week days, excluding public holidays)**
  - 1.1 On receiving an emergency maintenance request, confirmation is required that the relevant team members are available to perform the required functions.
  - 1.2 Approval must be requested from ACCC. If the request is urgent, the ACCC chairperson has been authorised to take the decision on behalf of the committee.
  - 1.3 All PRD key users need to approve the emergency maintenance request; they have 48 hours to respond. If no response is received, it will be assumed that there are no objections and the emergency maintenance will proceed.
  - 1.4 All SAP users must be notified of the emergency maintenance.
2. **Emergency maintenance outside of normal working hours**
  - 2.1 On receiving an emergency maintenance request, confirmation is required that the relevant team members are available to perform the required functions.
  - 2.2 Approval must be requested from ACCC. If the request is urgent, the ACCC chairperson has been authorised to take the decision on behalf of the committee.
  - 2.3 All PRD key users need to approve the emergency maintenance request; they have 48 hours to respond. If no response is received, it will be assumed that there are no objections and the emergency maintenance will proceed.
  - 2.4 All SAP users must be notified of the emergency maintenance.
3. **Urgent request for emergency maintenance**
  - 3.1 If the request is urgent, the SOG chairperson has been authorised to take the decision on behalf of the committee after consultation with SOG members.
  - 3.2 The ACCC chairperson must be informed of the emergency maintenance.
  - 3.3 If there is an urgent request for emergency maintenance during normal or outside of normal working hours, the chairperson of ACCC / SOG respectively, may at his/her discretion:
    - reduce the time period required for PRD key users to confirm the emergency maintenance request.
    - reduce the time period in which to communicate the emergency maintenance to SAP users.
4. **Projects**
  - 4.1 The project manager must submit the proposed emergency maintenance dates to the SOG committee for approval.
  - 4.2 The project manager must inform the SA team of the dates approved by SOG a minimum of five days before the proposed emergency maintenance date.
  - 4.3 The SA team must inform all PRD key users of the approved emergency maintenance dates. If no objections are raised, the emergency maintenance will proceed.
  - 4.4 An email reminder must be sent to all PRD users 48 hours before the emergency maintenance.

## 5. Communications

5.1 All SAP emergency maintenance must be communicated to users at least two days in advance via the following media:

- email
- system message on SAP PRD
- [the System Availability Schedule web page](#)

5.2 The following individuals or lists must be copied on the emergency maintenance communication:

- Chairperson of ACCC
- Chairperson of SOG
- ICTS Technical Director
- ICTS Helpdesk ([icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za))
- ICTS Announce mailing list ([icts-announce-l@lists.uct.ac.za](mailto:icts-announce-l@lists.uct.ac.za))
- Finance Helpdesk ([fnd-finance@uct.ac.za](mailto:fnd-finance@uct.ac.za))