



# Anticipated Outage Schedule

05-05-2016

**Purpose:** Provide information to assist lead agencies plan for MnCHOICES scheduled outages.

## Planned Outages by Month

**NOTE:** The dates below are the planned schedule. Your work and our work is dependent on this schedule. However, events beyond our control may cause the schedule to be revised. If this happens, we will alert you as soon as we are aware about the facts. Dates that require all users to log out and sometimes all Assessors to bring Assessments online are shaded in yellow.

## 2016 MnCHOICES (MnC) Outages and All Clear

Outage Type	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
SWNDX/MnC	15	19	18	15	20	17	15	19	16	21	18	16
MnC Pilot		5		29			29			21		
All Clear		8			2			1		24		
MnC New Release		26			27			26			23	
All Clear		29			30			29			28	

## Table of Outage Types and Impact

System Server Outage Chart				
Type of Outage	SSIS Down	MnCHOICES down	Rates down	Impact: Always read Alerts including all instructions
-SWNDX/MnCHOICES -No MnCHOICES Fixes -Third Friday every month <b>NOTE:</b> SWNDX and MnCHOICES quarterly releases may be coordinated	No	-Yes 4–6:00 pm -Online and logged out before 4:00 pm	-Yes 4–6:00 pm -Online and logged out before 4:00 pm	-All users must be logged out -Assessors can work offline if taken off before 4:00 pm
-SWNDX/MnCHOICES -With MnCHOICES Fixes -Third Friday every month <b>NOTE:</b> SWNDX and MnCHOICES quarterly releases may be coordinated	No	-Yes 4-6:00 pm -Online and logged out before 4:00 pm	-Yes 4–6:00 pm -Online and logged out before 4:00 pm	-All users must be logged out -Assessors must have assessments ONLINE if instructed to do so before 4:00 pm -Assessors can work offline if instructed and if taken off before 4:00 pm
-SWNDX Cancelled	No	No	No	-No impact

System Server Outage Chart				
Type of Outage	SSIS Down	MnCHOICES down	Rates down	Impact: Always read Alerts including all instructions
-No MnCHOICES Fixes -Third Friday every month <b>NOTE:</b> SWNDX and MnCHOICES quarterly releases may be coordinated				-Watch for and read Alert Notice Instructions from SSIS/MnCHOICES Help Desk
-MnCHOICES scheduled Pilot outage -See schedule	No	-1:30 pm on Friday of the outage until All Clear on following Monday	-1:30 pm to 6:00 pm on Friday of the outage	-All pilot agency users must be logged out and Assessors must have all assessments ONLINE <b>-May</b> also impact all agencies statewide -Watch for and read Alerts
-MnCHOICES Statewide new version release -See schedule	No	-1:30 pm on Friday of the outage until All Clear on following Monday	-1:30 pm to 6:00 pm on Friday of the outage	-All users must be logged out -Assessors must have assessments ONLINE -Watch for and read Alerts
RMS release	No	No – unless server reboot is required which occurs rarely	-2:00 pm on Friday of the outage until 8:00 am the following Monday	No MnCHOICES impact but watch for and read Alerts
SSIS Quarterly Release	Yes	No	No	If SSIS is down, Rates and MnCHOICES users can't log in through SSIS

## Definitions:

1. **All Clear:** The message that alerts users it is now permissible and safe to use MnCHOICES. They can log in through the web, work in online mode and take Assessments offline.
2. **Logged Out:** Users have gone through the process to exit MnCHOICES and have closed the browser with the MnCHOICES URL.
3. **Maintenance:** Upkeep, repairs and care, for the MnCHOICES application, that occurs between new version releases on the afternoons of scheduled SWNDX outages. **NOTE:** MnCHOICES maintenance may occur even if the SWNDX outage is cancelled. Each monthly maintenance event has distinct instructions depending on the type of maintenance needed. Mentors must carefully review the notices from the Help Desk and provide timely and accurate information to all users.
  - All maintenance outages require users to be logged out of online mode
  - Some maintenance outages allow certified assessors to work in offline mode if assessments are downloaded before the outage begins
4. **New version release:** An update from the current version of the application. MnCHOICES releases four new versions, on a quarterly basis, each year. New version releases include:
  - New functions and features not previously available
  - “Fixes” for problems identified by lead agency users or the DHS MnCHOICES team
  - Enhancements requested by lead agency users to make their work easier or more efficient

5. **Offline:** When a Certified Assessor has one or more Assessments downloaded on their laptop and they are logged on by clicking the desktop icon instead of logging on through their web browser. When Assessments are Offline, they are not on the server and are not included in an update. ***Assessments that are Offline at the time of an update that requires all Assessments to be online, will have data lost or corrupted and are often not recoverable.***
6. **Online:** Using MnCHOICES when logged on via the web. Certified Assessors must bring all Assessments from offline to online before certain types of outages begin. Failure to do this means ***Assessments that are Offline at the time of certain types of updates will have data lost or corrupted. Assessments with lost or corrupted data usually can't be recovered.*** Unless instructed otherwise, all Assessments must be brought Online for MnCHOICES pilot releases, MnCHOICES new version releases and certain MnCHOICES maintenance conducted at the scheduled time of a SWNDX outage.
7. **Pilot Release:** Occurs about a month before a New Release. Several lead agencies agree to participate in pilot and follow instructions for a New Release outage. Pilot agencies use the new version before the statewide New Release. This helps the MnCHOICES team determine if the new version is ready for statewide release. If the pilot includes new content, then all lead agencies are impacted and must follow the instructions for a scheduled outage. Mentors must carefully review the Alert notices from the Help Desk and provide timely and accurate information to all users.
8. **Scheduled Outage:** Planned time for MnCHOICES to be unavailable to users while the application is maintained or updated.