

Library and Information Services
National Sun Yat-sen University
Information Service Interruption and Recovery Processing Operation Procedure

Announced 18th October 2011
Amended and approved by Directors Meeting on 8th October 2015

To effectively manage and improve the quality of the university's information service, and to provide assistance during routine maintenance or forced interruption, this operation specification is developed. (The information services provided by the University must comply with this operation specification, and its implementation rules may be modified according to the situation)

1. Operating Procedure/workflow chart

Information service interruption is divided into two: Scheduled maintenance and forced interruption. The operation procedures and flowcharts are presented below.

(1) Scheduled Maintenance Operation Procedure

- 1) Planning: Detailed planning will be provided for service interruptions, restoration of the system, work content, and other precautions.
- 2) Advisory: Document will be issued to collect opinions from affected departments (procedure, time, and date of the interruption). Close communication and discussion will be coordinated.
- 3) Finalizing Proposal: After collecting opinions and suggestions, reevaluation and meetings will be conducted, and proposal will be finalized.
- 4) Announcement: All university departments will be notified with the service interruption. Announcement will also be posted on the website.
- 5) Shutdown: System will be shut down to begin software and hardware maintenance
- 6) Recovery test: Functional tests will be performed to ensure normal operation.
- 7) Resume operation: After system is restored, announcement regarding the restoration and relevant information will be issued to all university departments and the university homepage.

Due to the rapidly changing condition and information on the condition, maintenance often executed in a short period of time. To provide users with rapid service functions to improve experience, the above process focuses on maintenance downtime. It is necessary to coordinate with affected units. Scheduled maintenance shutdowns need to be considered. When the maintenance work encounters problems, it is necessary to backup for restoring the system. If maintenance takes a long time (more than one hour), and the restoration of the system requires a long time (total more than one hour) maintenance should be carried out at nighttime or weekend time to avoid affecting the normal university activities.

(2) Information Service forced interruption operating procedure:

- 1) In case of service malfunction, system will be inspected.
- 2) Determine the cause of the problem, such as server down, information service abnormality, or network disconnection.
- 3) Department in charge of the repair will be notified promptly.
- 4) Users of the affected services will be notified through e-mail newsletter or telephone.

5) After the repair have been carried out and restored back to normal operation, relevant announcements will be made.

(3) Flow chart

Flow Chart	Notes
<pre> graph TD Start([準備作業 Prepare]) --> Judgement{判斷 Judgement} Judgement -- "Service malfunction 服務異常" --> Detection[檢測判定服務異常 Condition detection] Judgement -- "預定維護 Scheduled Maintenance" --> Planning[1. 事前規劃 Planning] Detection --> Classifying[判斷系統/服務歸屬 Classifying] Classifying --> Dispatching[聯繫歸屬負責單位處理 Dispatching] Dispatching --> Notifying[判斷與通告長時間服務中斷 Notifying] Judgement -- "不同意 Disagree" --> Consulting[2. 諮詢 Consulting] Consulting --> Coordination{彙整各單位意見 Coordination} Coordination -- "同意進行" --> Decision[3. 定案 Decision] Decision --> Shutdown[4. 停機公告 Announcement of shutdown] Shutdown --> ShutdownBox[5. 關閉 Shutdown] ShutdownBox --> Restoration[6. 恢復測試 Restoration testing] Restoration --> Announcement[7. 恢復公告 Restoration announcement] Announcement --> End([結束 End]) Notifying --> Restoration </pre>	<ol style="list-style-type: none"> 1. Determine whether service interruption is a routine maintenance or abnormal interruption. 2. Determine the cause of the problem, such as server down, information service abnormality, or network disconnection. Department in charge of the repair will be notified promptly. 3. After collecting opinions and suggestions, if the maintenance will disrupt normal workflow, maintenance schedule will be rescheduled.