

NGTS – Change/Maintenance Calendar– 03/10/2014

1. Encryption Trunk Build
 - Business Need: Build call paths for encryption solution
 - User Impact: none
 - Change window: 3/23/2014 10:00am to 3:00pm
2. ASA Upgrade to 9.12
 - Business Need: Improve registration, bring up to n-1 on release and improve Call Manager upgrade.
 - User impact: Phone Services will be interrupted. Communications will be sent prior to change window.
 - Change Window: May 17 8:00am – 5:00pm
3. Call Manager 9.x Upgrade
 - Business Need: Resume n-1 vendor release schedule policy.
 - User impact: Phone service will be interrupted. Communications will be sent
 - Change Window: Targeted June 2014 for CUCM2 and for CUCM1
4. Penetration Testing
 - Business Need: The purpose of the testing is to identify technical vulnerabilities in NGTS security architecture that could be exploited in order to penetrate the Voice over IP networked systems.
 - User impact: Phone service will not be interrupted
 - Change Window: Targeted Q2 2014

Freeze Windows per State - No changes scheduled

Tax Window April 15 - window April 7 through April 23

Election May 6, 2014 – window May 4 through May 8