Tech Alert
from the Customer Delivery Division
"Your Gateway to OTech Services"

TA 13-08: Super Sunday Pilot

ATTENTION: Customers on the Gold Valley POP site in Rancho Cordova
ACTION REQUESTED: Verify connectivity before and after the router upgrade
GO-LIVE DATE: August 4, 2013

Background:

The Office of Technology Services (OTech) is committed to maintaining a reliable network infrastructure. In support of this effort, IOS upgrades will be performed on a semi-annual basis, also known as "Super Sunday." These upgrades will make OTech's network compliant with vendor software recommendations; reduce the probability of IOS defects or security vulnerabilities; and provide our network infrastructure with new functionality such as Quality of Service and Smart Call Home.

Our first Super Sunday, on March 17, 2013, successfully upgraded hundreds of access routers. The next Super Sunday, scheduled on October 20, 2013, will upgrade the IOS on 29 core and distribution routers. A Tech Alert will be sent to remind customers of this date. To ensure success in the next Super Sunday, a pilot will be conducted to upgrade the IOS on two core routers and one distribution router at the Gold Valley POP site in Rancho Cordova.

When:

A pilot will be conducted at the **Gold Valley POP site** on **Sunday, August 4, 2013, from 4:00 AM – 8:00 AM**.

What to Expect:

Customers connected to the Gold Valley POP site will lose connectivity, for approximately 15 minutes, while the distribution router is rebooted. If connectivity is lost for **more** than 15 minutes, a customer hotline staffed by technicians upgrading the routers will be available to troubleshoot issues at **1-866-680-0146, participant code 494170,** from **6:00 AM until 8:00 AM** on **August 4, 2013**.

Requested Action:

1. Validate your network connectivity before the IOS upgrade, no later than August 3, 2013.
2. Validate your network connectivity again between 6:00 AM and 8:00 AM on Sunday, August 4, 2013. If you encounter a connectivity issue during this time, call the customer hotline number above.
3. If you encounter connectivity issues after 10:00 AM on Sunday, August 4, 2013, call the Service Desk at (916) 464-4311.

Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the Account Lead Lookup, or call the Customer Delivery Division at (916) 431-5477.