Planned Maintenance Policy

IFS Cloud Services

Version 3.4

Valid until superseded by a later version

Planned Maintenance Policy – IFS Cloud Services

1. Introduction and Applicable Services

Regular maintenance activities are essential to ensuring the security, reliability, availability, and performance of the IFS Cloud Services. This Planned Maintenance Policy (the "Policy") describes the types of Planned Maintenance performed by IFS and provides customers with the information required to understand maintenance schedules, expected impact, and available flexibility options.

This Policy applies to the IFS Cloud Services for currently supported IFS Application Software Releases, including but not limited to:

- IFS Cloud
- IFS Applications 10
- FSM 6
- PSO 6
- PSO (IFS Cloud Architecture)

Policy at a glance

There are typically three categories of Cloud Services maintenance activity: (i) Standard Maintenance, (ii) Mandatory Maintenance and (iii) Emergency Maintenance.

- Standard Maintenance is performed monthly on IFS Cloud Services infrastructure. IFS Cloud Services availability during Standard Maintenance is not assured and may result in Scheduled Downtime.
    - For the Standard IFS Cloud Services, Scheduled Downtime is planned to be no more than 4 hours in each monthly cycle.
    - For the High Availability IFS Cloud Services, Scheduled Downtime is planned to be no more than 30 minutes in each monthly cycle.
- Mandatory Maintenance is not deferrable and may only be moved under the Flexible Maintenance Windows Service within the defined flexibility timeline and subject to applicable technical or operational limitations. Emergency Maintenance cannot be postponed.
- By exception, customers may defer a Standard Maintenance Window with a minimum of 72 hours' prior notice by notifying IFS through a support ticket raised via the IFS Support Portal (no more than one window may be deferred in any calendar quarter).
- Standard Maintenance Windows are published by region and all times are UTC; notifications are issued in the Planned Maintenance banner communication via the IFS Service Center.

2. Purpose of Planned Maintenance

The purpose of Planned Maintenance is to:

- Prevent system failures and downtime;

- Enhance security through timely patching vulnerabilities;
- Maintain system performance and efficiency; and
- Reduce long-term operational costs.

As some activities require brief service unavailability, Planned Maintenance Windows allow customers to prepare, ensuring predictable and controlled execution.

Change Freeze will occur before the Planned Maintenance Window (a “Pre-Maintenance Freeze”) or after it (a “Post-Maintenance Freeze”).

3. Standard Maintenance

Standard Maintenance is performed monthly on IFS Cloud Services infrastructure. These activities are essential for service reliability, security, and performance.

Standard Maintenance Windows are outlined in the table below. For customers subscribing to IFS High Availability IFS Cloud Services, see the section “Standard Maintenance for High Availability (HA) Cloud Service”.

Non-Production Environments – 1st weekend after the 2nd Tuesday of each month
Production Environments – 2nd weekend after the 2nd Tuesday of each month

Region	Start	End
Americas	0700 Saturday	1100 Saturday
EMEA	2300 Friday	0300 Saturday
APAC	1400 Friday	1800 Friday

“Region” corresponds to the geographic location of primary data center hosting the customer’s service.
All times are UTC.

4. Mandatory Maintenance

Notifications for Mandatory Maintenance are issued in the **Planned Maintenance banner communication** via the IFS Service Center.

The necessity for such measures will be carefully evaluated to minimize disruption to customer operations.

5. Emergency Maintenance

Emergency Maintenance activities are **unscheduled (unplanned) and reactive maintenance** performed in response to an unexpected failure or critical issues. IFS will notify customers in the event of Emergency Maintenance via the IFS Service Center using prominent service notifications and will undertake the work required without waiting for customer approval.

Examples of Emergency Maintenance include addressing a **critical zero-day security vulnerability** rated >9.0 on the CVSS v2 scoring system, or **proactive maintenance** required to protect the environment from **imminent failure** or **uncontrolled outage**.

Emergency Maintenance is reserved for situations that pose immediate operational or security risk and cannot wait for Standard or Mandatory Maintenance windows.

6. Standard Maintenance for High Availability (HA) IFS Cloud Services

Customers who have purchased **High Availability IFS Cloud Services** benefit from a maintenance process designed to minimise service disruption through:

- Zone Redundant Architecture;
- Real-Time Replication;
- Automatic Failover; and
- Controlled updates to the Passive Node before failover to the Active Node.

Maximum Scheduled Downtime for HA IFS Cloud Services is planned to be **30 minutes** per monthly cycle.

To preserve system integrity during Controlled Failover and Node Patching, Standard Maintenance for HA IFS Cloud Services is executed in three time-bound phases: **Pre-Maintenance Freeze**, **Effective Scheduled Downtime (HA Maintenance Window)**, and **Post-Maintenance Freeze**.

HA Pre-Maintenance Freeze (4 hours)

- System available;
- No customer-initiated maintenance, cloning or deployments; and
- Ensures stable conditions before Passive Node preparation.

HA Maintenance Window – Effective Scheduled Downtime (≤30 minutes)

- Controlled Failover;
- Patching of the Active Node (i.e., applying IFS-managed infrastructure and/or platform updates to the node currently serving live customer traffic); and
- Short, predictable system unavailability.

HA Post-Maintenance Freeze (4 hours)

- System available;
- No customer-initiated maintenance, cloning or deployments; and
- Ensures replication integrity and stability after Controlled Failover.

The above Change Freeze periods align with the HA architectural requirements described in the IFS High Availability Cloud Service - Service Description published in the IFS Community and are designed to ensure predictable and repeatable maintenance execution.

Standard Maintenance Windows apply for High Availability IFS Cloud Services:

All times are UTC. Regions correspond to the primary data center hosting the customer's service.

Non-Production Environments – 1st weekend after the 2nd Tuesday of each month
Production Environments – 2nd weekend after the 2nd Tuesday of each month

Regions	Pre-Maintenance Freeze*	Effective Scheduled Downtime**	Post-Maintenance Freeze***
Americas	0300 to 0700 Saturday	0700 Saturday to 0730 Saturday	0730 Saturday to 1130 Saturday
EMEA	1900 Friday to 2300 Friday	2300 Friday to 2330 Friday	2330 Friday to 0330 Saturday
APAC	1000 Friday to 1400 Friday	1400 Friday to 1430 Friday	1430 Friday to 1830 Friday

"Region" corresponds to the geographic location of primary data center hosting the customer's service.
All times are UTC.

**Pre-Maintenance Freeze – System remains available, no customer-initiated maintenance activities may be scheduled or performed, ensures system stability prior to system maintenance, 4-hour duration prior to system maintenance.*

*** HA-Maintenance Window – System unavailable, effective system down time for all system users, is planned to be no more than 30 minutes duration.*

****Post-Maintenance Freeze – System remains available, no customer-initiated maintenance activities may be scheduled or performed, allows system stabilization after failover and system maintenance, 4-hour duration following system maintenance.*

7. Flexible Maintenance Windows

Customers who have purchased Flexible Maintenance Windows Service may move their monthly Standard and Mandatory Maintenance Window to a different approved 4-hour period within the defined flexibility timeline.
Requests must be submitted via the IFS Service Center or Lifecycle Experience Center at least 72 hours before the scheduled Maintenance Window.
Requests to move Mandatory Maintenance Windows will be considered within the defined flexibility timeline subject to additional technical or operational limitations.
Maintenance Deferral for Mandatory Maintenance is not permitted under this service.

Emergency Maintenance is unaffected by Flexible Maintenance Window scheduling.

IFS High Availability (HA) Cloud Service customers automatically receive the Flexible Maintenance Windows Service, enabling them to move the HA Standard Maintenance Window to another slot within the flexibility period. All Pre- and Post-Freeze restrictions continue to apply.

8. Downtime

Every effort will be made to minimize downtime (when IFS Cloud Services are unavailable) during Planned Maintenance but availability during these periods is not assured, and the full duration of any Standard or Mandatory Maintenance shall be treated as Scheduled Downtime for the purposes of calculating IFS Cloud Services availability.

For the Standard IFS Cloud Services Scheduled Downtime is planned to be no more than 4 hours in each monthly cycle.

For the High Availability IFS Cloud Services Scheduled Downtime is planned to be no more than 30 minutes in each monthly cycle.

9. Deferring Platform Maintenance

Whilst it is not advised, it is nevertheless recognized that there may be abnormal business situations where customers may on rare occasions need to **defer a Standard Maintenance Window**.

Customers may cancel a given Standard Maintenance Window with a minimum of **72 hours prior notice**, by notifying IFS through a support ticket raised via the IFS Support Portal. Failure to provide notice in time will result in the maintenance taking place as planned. **No more than one Standard Maintenance Window may be cancelled in any calendar quarter.**

Maintenance which has been deferred will be undertaken during the next scheduled **Standard Maintenance Window**, along with any other activity required for that Maintenance Window. This may result in maintenance exceeding the normal schedule and will not be regarded as an Outage.

Mandatory Maintenance cannot be deferred. Where applicable, it may only be moved under the Flexible Maintenance Windows Service within the defined flexibility timeline and subject to applicable technical or operational limitations.

10. Glossary of Terms

- **“Active Node”** means the node currently serving live customer traffic within the High Availability configuration.
- **“Application Software”** means IFS software product or products licensed for use by the customer.
- **“Automatic Failover”** means a system-driven process that, following an unplanned interruption or Outage affecting an Availability Zone or node, automatically transfers service traffic from the Active Node to the Passive Node (or another active Availability Zone) to restore service continuity with minimal disruption. Automatic Failover is distinct from **Controlled Failover**, which is a planned, IFS-managed failover performed as part of planned maintenance activities.
- **“Availability Zone”** means a distinct and independently powered physical datacenter location within an Azure region used to provide redundancy and fault tolerance.
- **“Change Freeze”** means a period during which no customer-initiated modifications, updates, cloning or deployments may be performed, to preserve system stability.
- **“Controlled Failover”** means a planned, intentional transfer of service traffic for High Availability IFS Cloud Services from the Active Node (or primary component) to the Passive Node (or another active Availability Zone) performed by IFS as part of a Standard Maintenance Window (or other planned maintenance activity), in accordance with documented procedures, to minimize Effective System Downtime and maintain Real-Time Replication and data integrity. Controlled Failover is distinct from Automatic Failover, which is system-driven in response to an unplanned Outage.
- **“Effective System Downtime”** means the period within the HA maintenance process during which the service is temporarily unavailable to users, typically limited to a maximum of 30 minutes.
- **“Emergency Maintenance”** means unplanned and reactive maintenance performed to address issues posing immediate risk to system functionality or data integrity.
- **“Flexible Maintenance Window”** means an entitlement that allows eligible customers to move an eligible scheduled maintenance window to an alternative approved period within the monthly flexibility timeline described in the Flexible Maintenance Windows – Service Description published on IFS Community.
- **“High Availability (HA)”** means a service architecture designed to ensure continuous operations with minimal interruption using zone-redundant infrastructure, real-time replication, and automated failover.
- **“IFS Cloud Services”** means the IFS service offering which provides IFS Application Software to customers as a hosted cloud service (also known as Managed Cloud).
- **“Node Patching”** means the controlled application of IFS-managed infrastructure and/or platform updates (including security updates, configuration changes, and component upgrades) to an HA node. For High Availability IFS Cloud Services, node patching is typically performed during the HA Maintenance Window and may require Controlled Failover to minimize Effective System Downtime.
- **“Maintenance Window”** means a scheduled period during which maintenance activities may cause temporary service unavailability.
- **“Maintenance Deferral”** means the cancellation of a scheduled Standard Maintenance Window by exception, with at least 72 hours’ prior notice to IFS, so that the deferred maintenance is performed during the next scheduled Standard Maintenance Window.
- **“Mandatory Maintenance”** means planned maintenance activities identified by IFS as essential to protect the security, stability, or performance of the service. Mandatory Maintenance is not deferrable. For customers entitled to the Flexible Maintenance Windows Service, the scheduled Mandatory Maintenance Window may be moved within the defined flexibility timeline, subject to applicable technical or operational limitations.

- **“Passive Node”** means the synchronized standby node used for pre-patching and preparation prior to controlled failover.
- **“Post-Maintenance Freeze”** means a defined period following the maintenance window during which the system remains available but customer-initiated changes are restricted to ensure stability and allow replication processes to complete.
- **“Pre-Maintenance Freeze”** means a defined period prior to the maintenance window during which the system remains available, but no customer-initiated changes, deployments, or maintenance activities are permitted.
- **“Real-Time Replication”** means continuous data synchronization between HA nodes to minimize data loss and support seamless failover.
- **“Release”** means the major version of a given Application Software product.
- **“Scheduled Downtime”** shall have the meaning given in the contract for IFS Cloud Services.
- **“Zone-Redundant Architecture”** means an infrastructure deployment model where systems and data are automatically replicated across multiple Availability Zones to maintain resilience during localized failures.