

# Planned Maintenance Policy

IFS Cloud Services

Version 3.0

Valid until superseded by a later version



# Planned Maintenance Policy – IFS Cloud Services

## Introduction and Applicable Services

Regular maintenance activities are a critical element of IFS Cloud Services and are vital to maintaining the security, reliability, availability and performance of the service. This Planned Maintenance Policy outlines the structured approach IFS takes to ensure the continued performance, security, and reliability of its IT infrastructure. Regular and proactive maintenance is essential for minimizing system downtime, preventing unexpected failures, and safeguarding data integrity.

Some maintenance activities require the service to be made unavailable for a period of time. To aid planning, this Planned Maintenance Policy – IFS Cloud Services (“Policy”) – provides information about the different types of planned maintenance applicable to IFS Cloud Services along with standard maintenance window schedules where applicable.

This Policy applies to the IFS Cloud Services for the following IFS Application Software Releases only:

- IFS Cloud
- IFS Applications 10
- IFS Applications 9
- FSM 6
- PSO 6

## Introduction

At IFS, the security and reliability of your services are our top priorities. Regular maintenance activities are a critical element of IFS Cloud Services and are vital to maintaining the security, reliability, availability and performance of the service.

- **Prevents System Failures and Downtime:** Regular checks and updates help detect and fix issues before they escalate into major failures, reducing unplanned outages and maintaining business continuity.
- **Enhances Security:** Applying security patches and updates promptly protects systems from malware, ransomware, and cyberattacks.
- **Maintains Performance and Efficiency:** Performance tuning, software updates, and hardware maintenance keep systems running smoothly, improving speed, responsiveness, and user productivity.
- **Cost Efficiency:** Proactive maintenance reduces the need for emergency repairs, avoids expensive downtime, and helps plan for upgrades in a cost-effective way.

## Standard Maintenance

Standard maintenance activities are monthly recurring activities utilized to perform maintenance on IFS managed cloud infrastructure. Standard maintenance is designed and implemented to ensure the smooth operation, security, and reliability of IFS systems and services. These scheduled maintenance activities are important for customers because it ensures the reliability, safety, and efficiency of the overall products and services. Here are some key benefits:

IFS will endeavor to minimize the duration of any downtime associated with maintenance, however availability of the IFS Cloud Service during these standard maintenance windows is not assured.

The regions referred to below (Americas/EMEA/APAC) are the geographical location of the primary data center used to provide the IFS Cloud Service. Please note that all times are provided in Coordinated Universal Time (UTC).

	Non-Production Environments <i>1<sup>st</sup> weekend after the 2<sup>nd</sup> Tuesday of each month</i>		Production Environments <i>2<sup>nd</sup> weekend after the 2<sup>nd</sup> Tuesday of each month</i>	
	Start	End	Start	End
<b>Americas</b>	0700 Saturday UTC	1100 Saturday UTC	0700 Saturday UTC	1100 Saturday UTC
<b>EMEA</b>	2300 Friday UTC	0300 Saturday UTC	2300 Friday UTC	0300 Saturday UTC
<b>APAC</b>	1400 Friday UTC	1800 Friday UTC	1400 Friday UTC	1800 Friday UTC

## Mandatory Maintenance

Mandatory maintenance refers to scheduled, **non-negotiable** upkeep tasks that are essential for ensuring the security, stability, and functionality of IFS managed cloud systems. This type of maintenance is critical because it enforces discipline in maintaining core infrastructure and prevents avoidable failures that could lead to significant operational, financial, or reputational damage.

There will be occasions where maintenance is deemed mandatory to ensure the security, stability, and performance of the IFS Managed Cloud Service.

Notifications of mandatory maintenance will be clearly indicated in the **Planned Maintenance banner communication** via the IFS Service Center. During these instances, deferment will not be possible regardless of the 72 hours' notice period. The necessity for such measures will be carefully evaluated to minimize disruption to customer operations.

## Emergency Maintenance

In exceptional circumstances it may be necessary to undertake Emergency Maintenance in order to quickly fix **sudden issues** that threaten system functionality or data integrity. Unlike Mandatory Maintenance activities, Emergency Maintenance activities are **unscheduled (unplanned) and reactive maintenance** performed in response to an unexpected failure or critical issue.

Emergency Maintenance is limited to situations of such severity that, in IFS' view, the activity **cannot wait for Standard or Mandatory Maintenance**. IFS will notify customers in the event of Emergency Maintenance 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.

## Flexible Maintenance Windows

Customers who have purchased the Flexible Maintenance Windows Service as an additional service entitlement may request an alternative timing for their monthly platform maintenance window for production and non-production environments. This service allows customers to shift the standard maintenance window to a different 4-hour period within a defined flexibility window.

Each month, eligible customers may select a new 4-hour maintenance slot that occurs after the current month's scheduled platform maintenance and before the next scheduled platform maintenance. The selected window must fall within this timeframe and does not alter the scope, frequency, or nature of the maintenance performed.

Requests must be submitted via the IFS Service Center at least 72 hours prior to the start of the applicable standard maintenance window. Requests submitted within the 72-hour period before the scheduled window will not be processed. If no request is received, the standard maintenance schedule will apply.

Deferral of maintenance is not supported under this service, as customers are expected to schedule an alternative maintenance window within the defined flexibility period.

For the full service scope, prerequisites, and exclusions, refer to the Flexible Maintenance Windows Service Description or contact your IFS account representative.

## Downtime

Every effort will be made to minimize downtime (IFS Cloud Service unavailability) during planned maintenance. However, IFS Cloud Service 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 Service availability.

## 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**. By exception, customers may cancel a given 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 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 window. This may result in maintenance exceeding the normal schedule and will not be regarded as an outage.

## Glossary of Terms

- “Application Software” means IFS software product or products licensed for use by the customer
- “IFS Cloud Services” means the IFS service offering which provides IFS Application Software to customers as a cloud service (Managed Service).
- “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.