

Subject: Office of Information Technology - Unified Network Services Customer Update - July 31, 2008
From: "Corroto, Vince" <vince.corroto@ohio.gov>
Date: Thu, 31 Jul 2008 15:48:44 -0400
To: undisclosed-recipients;

Office of Information Technology - Unified Network Services Customer Update - July 31, 2008

DNS Upgrade - Planned Maintenance Notification

Summary of Work to be performed: OIT engineers plan to upgrade DNS servers from Bind version 8 to fully patched Bind version 9

Reason for Upgrade: Known Security Vulnerability

Impact: OIT's DNS servers will no longer be accessible from Non-State of Ohio's IP address space

Start Date & Time: Friday, August 1, 2008 at 8:00pm

End Date & Time: Friday, August 1, 2008 at 10:00pm

Please contact the Ohio Customer Service & Security Center at 614-644-0701 or 800-644-0701 if you have any questions.

OSC Networking, Network Operations Center - Planned Maintenance Notification

Affected Ring or Area: All clients on the Columbus SOCC (State of Ohio Computer Center) Router 1 which includes the following customers:

Southern State Community College
Capital Law School
Zane State College
Kent State Library Campus
Jefferson Community College
ALL Broadband Ohio cross-connected circuits (OPLIN, RSC, DRC, TAX, DNR, ODOT)

Start Date & Time: Tuesday, August 5, 2008 at 3:00am

End Date & Time: Tuesday, August 5, 2008 at 6:00am

Summary of Work to be performed: OARnet engineers are performing a Juniper router engine upgrade. The router must be halted and rebooted during the course of the upgrade. The maximum downtime expected is 15 minutes.

Risk Assessment: 3 = High traffic loss risk (6 to 15 minute outage possible)

Please contact the Ohio Customer Service & Security Center at 614-644-0701 or 800-644-0701 if you have any questions.

Ohio Customer Service & Security Center (OCSSC):

Voice: 644-0701 (Columbus Calling Area) or 800-644-0701 (Outside of the Columbus Calling Area)

Unified Network Services Quality Support Services:

For questions or concerns with the quality of services you are receiving from Unified Network Services, please contact UNSquality@oit.ohio.gov or call (614) 466-5322

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