

# Operations and maintenance 2022.

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In this document you will find information regarding planned maintenance for development and service on the Swedish market (UC) and on the Finnish market (Asiakastieto).

Our objective is to constantly develop and enhance our services and solutions. In order to maintain a reliable operation, increase availability and improve capacity, we must continually develop and maintain our information systems.

## INTERRUPTIONS TO SYSTEM

In order to carry out certain maintenance we are forced to, fully or partially, shut down our systems for short amounts of periods. We understand this may cause some inconvenience to you as a customer, which is why all scheduled service and maintenance will take place during the night between 22.00–06.00, Swedish market and 05.00–07.00, Finnish market. The downtime specified here will not be exceeded. We will always aim to ensure that any downtime will be kept as short as possible.

## DEVELOPMENT AND MAINTENANCE

There are two activities which require the system to be taken down: development and maintenance.

## EXPLANATORY INFORMATION FINNISH SPOTS

- **Monthly production deployment days: Sunday 6:00–9:00.**  
Service breaks to be expected for services being deployed.
- **Monthly production patching days: Sunday 18:00–21:00.**  
On some occasions short breaks to be expected but likely not every month.
- **Bi-weekly database maintenance window: Mondays of odd weeks 5:00–7:00.**  
On some occasions short breaks to be expected.
- **Quarterly maintenance windows: Saturday 18:00 – Sunday 12:00.**  
Potentially some short service breaks.  
If longer breaks within the window are expected, it will be communicated separately.

If you have any questions or queries, please email [servicedesk@uc.se](mailto:servicedesk@uc.se) or call +46 (8)-670 90 00.

## Sweden

### OPERATIONS AND MAINTENANCE

All the time slots are given in Swedish local time.

Date	Start	Finish
2022-02-11	22:00	00:00
2022-02-12	22:00	00:00
2022-02-13	00:00	06:00
2022-02-20	22:00	00:00
2022-02-21	00:00	06:00
2022-03-06	05:00	07:00
2022-04-02	22:00	00:00
2022-04-03	00:00	06:00
2022-05-21	22:00	00:00
2022-05-22	00:00	06:00
2022-05-29	22:00	00:00
2022-05-30	00:00	06:00
2022-06-05	05:00	07:00
2022-09-04	05:00	07:00
2022-09-10	22:00	00:00
2022-09-11	00:00	06:00
2022-10-22	22:00	00:00
2022-10-23	00:00	06:00
2022-10-30	22:00	00:00
2022-10-31	00:00	06:00
2022-11-19	22:00	00:00
2022-11-20	00:00	06:00
2022-12-04	05:00	07:00

## Finland

### OPERATIONS AND MAINTENANCE

All the time slots are given in Finnish local time.

Date	Start	Finish
2022-01-03	05:00	07:00
2022-01-09	18:00	21:00
2022-01-17	05:00	07:00
2022-01-23	06:00	09:00
2022-01-29	18:00	23:59:59
2022-01-30	00:00	12:00
2022-01-31	05:00	07:00
2022-02-06	18:00	21:00
2022-02-13	06:00	09:00
2022-02-14	05:00	07:00
2022-02-28	05:00	07:00
2022-03-06	18:00	21:00
2022-03-13	06:00	09:00
2022-03-14	05:00	07:00
2022-03-28	05:00	07:00
2022-04-10	18:00	21:00
2022-04-11	05:00	07:00
2022-04-16	18:00	23:59:59
2022-04-17	00:00	12:00
2022-04-24	06:00	09:00
2022-04-25	05:00	07:00
2022-05-08	18:00	21:00
2022-05-09	05:00	07:00
2022-05-22	06:00	09:00
2022-05-23	05:00	07:00
2022-06-05	18:00	21:00
2022-06-06	05:00	07:00
2022-06-12	06:00	09:00
2022-06-20	05:00	07:00
2022-07-04	05:00	07:00
2022-07-10	18:00	21:00
2022-07-18	05:00	07:00
2022-08-01	05:00	07:00
2022-08-06	18:00	23:59:59
2022-08-07	00:00	12:00
2022-08-15	05:00	07:00
2022-08-21	18:00	21:00

