

Depending on the planning of the intervention, we have 2 types:

- Scheduled interventions: planned and agreed in advance
- Unscheduled interventions: unplanned, usually triggered by an unexpected failure

Procedure:

- **Declare interventions at least 24 h in advance, specifying reason and duration**
- Any intervention declared less than 24 h in advance will be considered unscheduled.

Best practice recommendation:

- For interventions that impact end users, declare downtime 5 working days in advance, specifying reason and duration
- Post-mortem included in RC or ROC report after the intervention, in case something went wrong

Existing Scheduled interventions can be extended, provided that it's done 24 hours in advance.

Sites shall declare unscheduled interventions as soon as they are detected to inform the users. Unscheduled interventions can be declared up to 48 hours in the past (retroactive information to the user community)

Note that downtime notifications (through broadcasts, RSS feeds, etc) as specified in the following procedures are automatically sent when declaring a downtime in GOCD: at declaration time, 24 h in advance and 1 h before the intervention.

Sites on downtime for more than 1 month will be suspended/uncertified.