

<b>Service Offering</b>	<b>Tier</b>	<b>Change</b>	<b>Date</b>	<b>Status</b>
CUPS infrastructure	PROD	DNS caching in response to reduced printing speed	9/29/11	EMER
Stellar	PROD	Bug fixes in response to last weekends security patch	10/5/11	EMER
Undergraduate Admissions	PROD	Application outage to accommodate archiving 8am-8am	10/5/11	SCHED
ESS Lincoln Lab	PROD	Corrections to employee access	10/6/11	SCHED
SAP Sponsored Research	PROD	Certification updates	10/6/11	SCHED
SAP Travel	PROD	Correction to Suspense Report	10/6/11	SCHED
SAP Procurement	PROD	Changes to purchase requisition error message	10/6/11	SCHED
Employee Self Service (ESS)	PROD	Removal of content for Basic Retirement Plan Beneficiary	10/6/11	SCHED
MIT Data Warehouse (DW)	PROD	Modifications to hourly student appointment extract	10/6/11	SCHED
MIT Data Warehouse (DW)	PROD	New fields added to EHS substance extract	10/6/11	SCHED
IDD Web Services	PROD	Upgrade server to Red Hat Enterprise Linux Apache 2x	10/6/11	SCHED
Daptiv	PROD	Time Sheet Only licenses not being renewed	10/7/11	SCHED
Stellar	PROD	Forums outage 7am-11am	10/8/11	SCHED
Exchange	PROD	Upgrade servers to Exchange 2010 12-2am	10/9/11	SCHED
Electronic Transcripts	PROD	Implementation	10/12/11	SCHED
iPhone App	PROD	Update for Mac iOS 5 release on 10/14	10/12/11	SCHED
Distributed Software	PROD	Download available in response to OS X 10.7 release by Apple 10/14	10/17/11	SCHED
RAFT	PROD	Phase II functionality	10/24/11	SCHED
Quality Center	PROD	Patch for report customizations	10/5-10/12	TBD
SAP Singapore (SMART)	PROD	Fixed Assets implementation	Nov	TBD
SAP Human Resources	PROD	Open Enrollment	Nov	TBD
JIRA	PROD	Upgrade to version 4.4	Week of 10/10	TBD
IXOS	PROD	Upgrade to version 9.7	Week of 10/24	TBD
Distributed Software	PROD	Decommissioning older versions of SAPgui for both Mac and Windows		TBD
Distributed Software	PROD	X-Win 32 2011 release		TBD
Wikis	PROD	Upgrade to Confluence 3.5		TBD
SAP	TEST	Year End Support Packs Prep: Upgrade SF3 to ERP 6.0 with Enhancement Pack 5	10/5-10/18	SCHED
IPTV	TEST	Testing access moving from web based to client based	10/16/11	SCHED
MITSIS	TEST	Application server virtualization	10/20/11	SCHED
IXOS	TEST	Upgrade to version 9.7	10/14/11	SCHED
SAP Enterprise Learning	DEV	License Query Manager and begin training	10/6/11	SCHED
MITSIS	DEV	Move chart server to new hardware	10/5-10/12	TBD
Libraries Mobile App	DEV	Delay in development due to iPhone iOS 5 release		TBD
UC4 Job Scheduler	DEV	Initial installation and training	Week of 10/31	TBD