

**CANADIAN PAYMENTS ASSOCIATION**  
**ASSOCIATION CANADIENNE DES PAIEMENTS**

**Procedural Reference Document PRD-007**

**PROCEDURES FOR NOTIFICATION OF TECHNICAL  
MAINTENANCE**

**Business Strategy and Operations Division**  
**September 2005**

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## INTRODUCTION

1. In the past, CPA technical support staff have been paged after hours to deal with Participant technical problems, only to find there is in reality no problem (e.g., a router was intentionally taken offline temporarily as part of scheduled maintenance, without the CPA being notified). This results in CPA technical staff unnecessarily spending time (overtime) trying to contact the Participant and resolve the non-existent “problem”.

In order for the CPA to properly identify problems with LVTS equipment, which may occur after hours, Participants are required to advise the CPA of any scheduled maintenance to LVTS equipment.

## NOTIFICATION

2. Participants are required to notify the CPA at least 48 hours in advance of scheduled maintenance.

## SUBMISSION

3. An official LVTS contact\* must complete the Notification of Technical Maintenance Form (a copy of which is attached as Appendix I) and submit it by fax to the attention Manager, Operations and Network, or e-mail information to OPSHD@cdnpay.ca (e-mailed requests must contain all of the information sought on the request form).

## CONFIRMATION

4. Upon receiving notification, the CPA Operations and Helpdesk Group will issue a confirmation of receipt to the sender.

## FAILURE TO NOTIFY

5. Failure to notify the CPA of scheduled maintenance, which results in unnecessary overtime for CPA staff, will result in the Participant who caused the overtime being charged \$100/hour for each overtime hour worked.

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\* An official LVTS contact is considered to be those individuals listed in the LVTS Summary Contact List, or the Participant’s LVTS Management Committee, LPUG or CMUG representative.



**APPENDIX I**  
**LVTS – Notification of Technical**  
**Maintenance Form**

CPA Operation Use

Date Received: \_\_\_\_\_

**USING THIS NOTIFICATION FORM**

1. Use this notification form when your institution has scheduled maintenance on LVTS equipment.
2. Fill in all sections except shaded areas. Give as many details as possible about the maintenance that will be performed.
3. Send completed form to the CPA c/o Service Desk by fax or email.

<b>Participant Details</b>		
Name:	Phone Number: (    )	Fax Number: (    )
Financial Institution Name:	Address:	
City:	Province:	Postal Code:
Signature:		Date:
<b>Maintenance Details</b>		
Scheduled Maintenance Date:	Equipment Scheduled for Maintenance: (1)	
	(2)	
	(3)	
Scheduled Maintenance Start Time:	Scheduled Maintenance End Time:	
<b>Location of Equipment</b>		
Address:		
City:	Province:	
<b>Technical Contact Information (Responsible for Maintenance)</b>		
Name of Technical Contact:	Phone Number: (    )	
	Pager or Cellular Number: (    )	
Fax to:		
<b>Fax Number:</b> 1-613-907-1335 Attention: Manager, Operations <b>Email:</b> opshd@cdnpay.ca		