

# CCS ELECTRONIC GRANTS MANAGEMENT SYSTEM SERVICE STANDARD

## CCS'S RESPONSE TO SUSTAINED SERVICE INTERRUPTIONS IN ONLINE APPLICATIONS

As with all tools, CCS expects its online application system to operate reliably and consistently from the initial release of a competition through to the peak periods leading up to the submission deadline. However, we recognize that computer systems do require maintenance and can falter at times and therefore service interruptions will occur. To address the inconvenience that this causes our grant and award applicants, a service interruption assessment guide has been developed and will be used by CCS to determine when competition deadline extensions are warranted.

### SUSTAINED SERVICE INTERRUPTION RESPONSE

The following guidelines will be used by CCS to determine the necessity of submission deadline extensions in the event of unplanned or planned service interruptions. If the interruption continues past the original submission deadline, the extension will begin at 5 P.M. Eastern Time (ET) on the date that service resumes. Note that an application must be in progress prior to the deadline in order to qualify for the extension.

Unplanned, Sustained Service Interruptions		
Period	Duration and Occurrence	CCS Response
CCS competition deadline day	<ul style="list-style-type: none"> <li>Lasting 2 hours or less</li> <li>Occurring 2 hours or more prior to the deadline</li> </ul>	No extension
	<ul style="list-style-type: none"> <li>Lasting 30 minutes or more</li> <li>Occurring less than 2 hours prior to the deadline</li> </ul>	24 hour extension
	<ul style="list-style-type: none"> <li>Lasting between 2 and 6 hours</li> <li>Occurring that day, between 8 A.M. and 5 P.M. ET</li> </ul>	24 hour extension
	<ul style="list-style-type: none"> <li>Lasting 6 hours or more</li> <li>Occurring that day</li> </ul>	48 hour extension
CCS competition prior to the deadline day	<ul style="list-style-type: none"> <li>Lasting less than 6 hours</li> <li>Occurring within 48 hours of the deadline</li> </ul>	No extension
	<ul style="list-style-type: none"> <li>Lasting 6 hours or more</li> <li>Occurring within 48 hours of the deadline, between 8 A.M. and 5 P.M. ET</li> </ul>	24 hour extension
	<ul style="list-style-type: none"> <li>Lasting less than 24 hours</li> <li>Occurring within the 3<sup>rd</sup> to 7<sup>th</sup> days prior to the deadline</li> </ul>	No extension
	<ul style="list-style-type: none"> <li>Lasting 24 hours or more</li> <li>Occurring within the 3<sup>rd</sup> to 7<sup>th</sup> days prior to the deadline</li> </ul>	24 hour extension for each 24 hour sustained interruption

TABLE 1 - UNPLANNED, SUSTAINED SERVICE INTERRUPTIONS

Planned, Sustained Service Interruptions		
Period	Duration and Occurrence	CCS Response
CCS competition prior to the deadline day	<ul style="list-style-type: none"> <li>Lasting 6 hours or less</li> <li>Occurring within 72 hours of the deadline, between 8 A.M. and 5 P.M. ET</li> </ul>	No extension
	<ul style="list-style-type: none"> <li>Lasting more than 6 hours</li> </ul>	24 hour extension

Planned, Sustained Service Interruptions		
Period	Duration and Occurrence	CCS Response
	<ul style="list-style-type: none"> <li>• Occurring within the 2<sup>nd</sup> to 7<sup>th</sup> days prior to the deadline, between 8 A.M. and 5 P.M. ET</li> </ul>	
	<ul style="list-style-type: none"> <li>• Lasting 24 hours or more</li> <li>• Occurring between 7 and 14 days prior to the deadline, between 8 A.M. and 5 P.M. ET</li> </ul>	24 hour extension for each 24 hour sustained interruption
	<ul style="list-style-type: none"> <li>• Lasting 24 hours or more</li> <li>• Occurring earlier than 14 days prior to the deadline</li> </ul>	No extension

TABLE 2 - PLANNED, SUSTAINED SERVICE INTERRUPTIONS

## COMMUNICATION OF DEADLINE EXTENSIONS

Should a deadline extension be required, the extension will be communication on the Home and Welcome pages of the online application system.

## GLOSSARY

**Sustained interruption:** An extended period of time where all applicants are unable log on to the online application system, or where system functionality has been lost to the extent that applications cannot be updated or submitted.

**Unplanned interruption:** An unforeseen disruption to normal access and functionality of the online application, or a controlled system service event that must be performed by CCS to correct a system issue, but where its urgency does not allow for advanced notification of the outage.

**Planned interruption:** For general maintenance activities, or at times to correct system functionality, CCS will schedule system downtime in order to complete the necessary service. Planned service interruptions will be communicated on the Home and Welcome pages of the online application system and are generally planned to occur after 9 P.M. ET. Notice will be given at least 24 hours prior to the planned interruption.