

CA SaaS - Transaction Manager™ (formerly Transfort™) and Risk Analytics™ (formerly Riskfort™) Hosted services



Year 2016 Planned Maintenance Schedule

Executive Summary

The 2016 scheduled maintenance calendar is now available. During these prescheduled maintenances windows, CA Technologies will perform activities to ensure high availability and security of service. Activities planned during these windows may result in service impact or partial impact. CA Technologies will send reminder one week advance or earliest as reminder before planned dates.

Schedule

The duration of each Planned Maintenance Window will be 4 hours. Impact to Service in each maintenance window will not exceed beyond 2 hours.

Month	Date	Time
January	Sun, 01/10/2016	00:00AM – 04:00AM GMT (Sat 01/09/2016, 16:00PM – 20:00PM PT)
February	Sun, 02/14/2016	00:00AM – 04:00AM GMT (Sat 02/13/2016, 16:00PM – 20:00PM PT)
March	Sun, 03/13/2016	00:00AM – 04:00AM GMT (Sat 03/12/2016, 16:00PM – 20:00PM PT)
April	Sun, 04/10/2016	00:00AM – 04:00AM GMT (Sat 04/09/2016, 17:00PM – 21:00PM PT)
May	Sun, 05/08/2016	00:00AM – 04:00AM GMT (Sat 05/07/2016, 17:00PM – 21:00PM PT)
June	Sun, 06/12/2016	00:00AM – 04:00AM GMT (Sat 06/11/2016, 17:00PM – 21:00PM PT)
July	Sun, 07/10/2016	00:00AM – 04:00AM GMT (Sat 07/09/2016, 17:00PM – 21:00PM PT)
August	Sun, 08/14/2016	00:00AM – 04:00AM GMT (Sat 08/13/2016, 17:00PM – 21:00PM PT)
September	Sun, 09/11/2016	00:00AM – 04:00AM GMT (Sat 09/10/2016, 17:00PM – 21:00PM PT)
October	Sun, 10/09/2016	00:00AM – 04:00AM GMT (Sat 10/08/2016, 17:00PM – 21:00PM PT)
November	Sun, 11/13/2016	00:00AM – 04:00AM GMT (Sat 11/12/2016, 16:00PM – 20:00PM PT)

Emergency Maintenance Schedule

CA Technologies may conduct emergency maintenance windows throughout year 2016. Hardware or software bug, security threat or any unforeseen problem that has potential to impact availability and security of service and cannot wait until next prescheduled planned maintenance window, qualifies for emergency maintenance. CA Technologies will notify customers as soon as decision on emergency maintenance is taken.

How can you test?

You can use service after maintenance. Should you need more information regarding the scheduled maintenance windows or experience any service issues, please contact customer service and open a case at <http://support.arcot.com/>. You can additionally contact your account managers if you have any further questions.

Regards,

CA Payment Security Team