

Disaster Recovery Testing

Deltek Cloud Operations will be conducting **Disaster Recovery Testing** on the Deltek Cloud. Disaster Recovery testing is performed on an annual basis. This annual testing is required to ensure Deltek meets SOC compliance requirements. It is important that you do not plan to perform any cloud related activities during this timeframe.

Disaster Recovery Testing Window

Beginning: Friday, May 15, 2020 at 10:00 PM EDT

Ending: Saturday, May 16, 2020 at 10:00 PM EDT

During testing the following solutions will be **unavailable:**

- Costpoint (includes Time & Expense & Budgeting & Planning)
- Costpoint Enterprise Reporting (CER)
- Web Integration Environments
- Costpoint Analytics
- Citrix
- Active Directory (AD) Self-Service
- ODBC Access

In addition to these solutions not being accessible, there will be delays in processing any service requests until the testing is complete.

****Please inform all of your users of the scheduled downtime so they may make any necessary arrangements.** More information is available in the System Maintenance update on your Cloud Portal, by accessing Knowledge Base articles 76805 (Essentials customers), 87512 (Enterprise customers), and in the Cloud Information Center.

If you have any questions, please contact your Customer Success Manager.