

## 2021 WORKDAY DOWNTIME SCHEDULE

Most Workday Users work in the “**Production tenant.**” Downtime for production tenants take place early on Saturday mornings to reduce impact.

2021 WORKDAY DOWNTIME		
Maintenance Type	Dates	Tenant Downtime
<b>Monthly Maintenance</b> (Includes Weekly Service Update)	August 13-14 September 3-4 November 19-20 December 10-11	<b>Production tenants - maximum 8 hours:</b> Saturday 2 am – 10 am Eastern time
<b>Quarterly Maintenance - Production tenants</b> (Includes Weekly Service Update)	July 16-17 October 15-16	<b>Production tenants - maximum 4 hours:</b> Saturday 2 am - 2 pm Eastern time
<b>Quarterly Maintenance - Sandbox, Sandbox Preview, and Implementation tenants</b> (Includes Weekly Service Update)	October 8-9	<b>Sandbox, Sandbox Preview, and Implementation tenants - maximum 16 hours:</b> Friday 9 pm to Saturday 1 pm Eastern time
<b>Feature Release Delivery and Monthly Maintenance</b> (Includes Weekly Service Update)	March 12-13	<ul style="list-style-type: none"> <li>• <b>Production tenants will be unavailable for a maximum of 8 hours:</b> Saturday 2 am – 10 am Eastern time</li> <li>• <b>Sandbox, Sandbox Preview, and Implementation tenants will be unavailable for a maximum of 12 hours:</b> Friday 9 pm to Saturday 9 am Eastern time</li> </ul>
<b>Feature Release Delivery</b> (Beginning 2021 R2, we will separate the Monthly Maintenance from the Feature Release Delivery)	September 10-11	<ul style="list-style-type: none"> <li>• <b>Production tenants will be unavailable for a maximum of 4 hours:</b> Saturday 2 am to Saturday 6 am Eastern Time</li> <li>• <b>Sandbox, Sandbox Preview, and Implementation tenants will be unavailable for a maximum of 12 hours:</b> Friday 9 pm to Saturday 9 am Eastern time</li> </ul>

Regular Weekly Service Update takes place every weekend. The tenant downtime will be:

- **Production tenants – maximum 4 hours:** Saturday 1 pm – 5 pm Eastern time
- **Sandbox and Implementation tenants - maximum 12 hours:** Friday 9 pm to Saturday 9 am Eastern time