



CHANGE FREEZE DATES 2024/25

Customer Notification

1 Change Freeze Dates

Reason for Freeze	Freeze Start	Freeze End
Easter Weekend	28/03/2024 20:00	02/04/2024 03:00
Grand National	11/04/2024 20:00	14/04/2024 03:00
FA Cup Final	24/05/2024 20:00	26/05/2024 03:00
UEFA Champions League Final	31/05/2024 20:00	02/06/2024 03:00
UEFA Euro 2024	13/06/2024 20:00	15/07/2024 03:00
Bonfire Night	03/11/2024 20:00	06/11/2024 03:00
Christmas Season <i>Inclusive of the following dates;</i> <i>29/11/2024 - Black Friday</i> <i>02/12/2024 - Cyber Monday</i> <i>24/12/2024 - Christmas Eve</i> <i>25/12/2024 - Christmas Day</i> <i>26/12/2024 - Boxing Day</i> <i>31/12/2024 - New Year's Eve</i> <i>01/01/2025 - New Year's Day</i>	25/11/2024 20:00	02/01/2025 03:00

2 Summary

Daisy will be implementing a number of Change Freezes to ensure stability across Daisy's network and infrastructure.



3 What types of Changes are included/excluded?

3.1 Inclusions – Cannot progress

- All shared infrastructure platforms and core networks
- Daisy initiated changes on dedicated client infrastructure

3.2 Exclusions – Can progress

- Customer initiated changes on your own dedicated infrastructure and network
- Changes raised via the Standard Change Catalogue
- Patching that has been explicitly approved by the customer
- Emergency change to resolve or prevent a service impacting incident or to ensure safety and compliance obligations are met
- Changes to test/lab systems which do not pose a risk to live environments

4 Additional Information

- The aim of a Change Freeze is to ensure that we provide the most stable service possible to our customers over key dates and to give our customers peace of mind during periods of peak trading for some and client annual leave
- The Change Freeze period has been reviewed and agreed by senior technical staff and Daisy Management
- Routine handling of Incidents and Requests will continue as normal however there may be extended timescales involved during a change freeze
- If you have any queries or concerns, please contact your Service Manager or Service Desk