

Title:	Campus Outage Notification Procedure		
Division:	Business and Finance	Department:	Information Technology
Procedure Contact:	Chief Information Officer		
Date Posted:	2/18/2021		
Related Policies or Procedures:			

History

Revision Number:	Change:	Date:
1.0	Initial version	10/1/2018
2.0	Major changes	2/18/2021

A. Purpose

This procedure defines the notification process and requirements for planned and unplanned information technology system outages.

B. Definitions

Outage - Any interruption that results in service unavailability, whether internally or externally caused.

Communication Coordinator - The designated person responsible for documentation and communication during an outage, both internally to IT and externally to the campus community.

IT Status Page - An external system used to track and communicate outage information. Located at <https://status.ewu.edu>

ITSM System - The external system used to track incidents and manage support operations. Located at <https://support.ewu.edu>

C. Procedure

Unplanned Outages :

1. Confirm that an outage exists. Before activating this notification procedure, ensure that an actual outage is occurring. Sometimes issues and problems might be localized or even specific to a single user. It is also important to understand that outages can be intermittent, which may make verification more difficult.
2. Once an outage is confirmed, designate one person (i.e. the Communication Coordinator) who will be responsible for managing outage communication. In some cases, this may also be the person responsible for fixing the issue, but, in general, notification tasks should be delegated to an available supervisor, manager, or to the Chief Information Officer. By doing so, other staff can devote their time and attention to resolving the issue or problem, instead of managing communications. If necessary, the Communication Coordinator will create an incident ticket or problem in the ITSM system.
3. The Communication Coordinator is responsible for determining and issuing the appropriate notifications.

Appropriate notification depends on the scope of the outage:

- For internal, IT-only, outages, an email to the IT-internal mailing list and/or a post to the Slack #outage channel is sufficient.
- For outages that are service specific, the preference is to contact the affected departments and employees and post an announcement on the IT Status Page, unless that is not reasonably possible or if the service is in widespread use. If that is the case, treat the outage as a university-wide outage for notification purposes. In addition, a post to the the Slack #outage channel is required for internal IT communication purposes. An email notification should be sent to the IT status page's subscriber list.
- For outages that are building specific, the preference is to contact the affected departments and employees and post an announcement on the An email notification should be sent to the IT status page's subscriber list., unless that is not reasonably possible or if the building has multiple campus uses (for example, Patterson Hall or Tawanka Commons). If that is the case, treat the outage as a university-wide outage for notification purposes. In addition, a post to the the Slack #outage channel is required for internal IT communication purposes. An email notification should be sent to the IT status page's subscriber list.
- For campus or university-wide outages, an announcement on the IT status page is required. In addition, a post to the the Slack #outage channel is required for internal IT communication purposes. An email notification should be sent to the IT status page's subscriber list.

4. Use the template(s) in the IT Status Page system.
5. Upon resolution of the issue or problem, the Communication Coordinator must provide notification through the same mediums as originally used.
6. The Communication Coordinator should also respond and resolve any incident or problem tickets relevant to the outage.

Planned Outages:

1. Designate one person (i.e. the Communication Coordinator) who will be responsible for managing outage communication. For internal, IT-only, planned outages, this may be the same person initiating or responsible for the planned outage. However, in general, notification tasks should be delegated to an available supervisor, manager, or to the Chief Information Officer. By doing so, other staff can devote their time and attention to the resolution of the outage, instead of managing communications. All planned outages should already have a tracking ticket, change request, release, or service request assigned.
2. The Communication Coordinator is responsible for determining and issuing the appropriate notifications. Appropriate notification depends on the scope of the outage:
 - For internal, IT-only, planned outages, an email to the IT-internal mailing list and/or a post to the Slack #outage channel is sufficient.
 - For planned outages that are service specific, the preference is to contact the affected departments and employees and post an announcement on the IT Status Page, unless that is not reasonably possible or if the service is in widespread use. If that is the case, treat the outage as a university-wide planned outage for notification purposes. In addition, a post to the the Slack #outage channel is required for internal IT communication purposes. An email notification should be sent to the IT status page's subscriber list.
 - For planned outages that are building specific, the preference is to contact the affected departments and employees and post an announcement on the IT Status Page unless that is not reasonably possible or if the building has multiple campus uses (for example, Patterson Hall or Tawanka Commons). If that is the case, treat the outage as a university-wide planned outage for notification

purposes. In addition, a post to the the Slack #outage channel is required for internal IT communication purposes. An email notification should be sent to the IT status page's subscriber list.

- For campus or university-wide planned outages, an announcement on the IT status page is required. In addition, a post to the the Slack #outage channel is required for internal IT communication purposes. An email notification should be sent to the IT Status Page's subscriber list.

3. Use the template(s) in the IT Status Page system.
4. Upon completion of the planned outage, the Communication Coordinator must provide notification through the same mediums as originally used.
5. The staff responsible for the planned outage should also respond and resolve any incident or problem tickets relevant to the outage.

This procedure may be revised at any time without notice. All revisions supersede prior procedures and are effective immediately upon approval.