Campus Notification Policy

Purpose and Scope
- The purpose of this policy is to define
  - Events, including planned outages, that require Information Technology (IT) to notify the campus community
  - Appropriate recipients of notifications
  - The timing of notifications
  - Information that will be contained in the notifications
  - Appropriate methods of distributing notifications
- This policy applies to IT staff members whose responsibilities involve service outages.

Policy: Events that require notification
Notification to the appropriate segment of the campus community will be sent:
- When there has been an unplanned outage of a critical service or application affecting more than one building or forty people.
- In advance of a planned outage of a critical service or application affecting more than one building or forty people.
  - This will not apply to short outages of a minute or so, such as those resulting from server reboots
- Upon the discovery of any event that is reasonably expected to generate a substantial increase in Help Center inquiries
- Upon the discovery of a malfunctioning AV system in a classroom

Policy: Who will receive notification of an event
- In general, we will notify only those persons affected by the event, in as much as limiting the scope of the notification is reasonably possible. We will use discretion when announcing a limited-scope outage to the entire campus community.
  - For example, only professors teaching in a classroom with a malfunctioning AV system will be notified
- We also will notify persons who might be indirectly affected by the outage.
  - An example would be a telephone outage in a single building, which would affect not only the people in that building, but also anyone who might call someone in that building.
- All IT Staff members and the switchboard operator will be notified of all outages.
- Campus Safety will be notified if an outage affects safety systems, such as fire alarms, blue emergency phones, or the campus radio system.

Policy: Timing of notification of an event
- If there is an unplanned outage of a critical service or application, we will send the notification as soon as reasonably possible.
- If we plan on an outage of a critical service or application, we will send the notification at least 24 hours but no more than 72 hours in advance.
- We will send status update notifications within 4 hours after an unplanned outage has occurred and twice each workday thereafter (morning and afternoon).

Policy: Information that will be included in a notification
- The current date and time
- The system(s) affected by the outage (network, Internet, database, email, service, phone system, etc.)
- The general nature of the outage (equipment failure, power outage, software problem, system upgrade, architecture change, etc.)
  - We will not include technical details.
- Those persons affected by the outage (students/staff, system users, building occupants, etc.)
- In the case of a planned outage, the expected outage start date and time
- The expected duration of the outage
- Contact information for inquiries, questions, and concerns (the Help Center contact information always will be listed first)

Policy: Appropriate methods of distributing notifications
- Email is the most appropriate tool to distribute notifications, assuming email is functioning.
- If possible, an email notification will be sent from the Help Center email account rather than from an individual staff member's account.
- Notification by phone is appropriate if it is suspected that those affected by the outage won't receive email in a timely fashion.

Responsibilities
- Academic Systems   Ron Wood, 597-4273
  Matt Fisher, 597-4274
- Administrative Systems   Bryan Blackwell, 597-4272
  Reba Epton, 597-4270
- Network connectivity   Bart Casey, 597-4295
  Brian Rawlinson, 597-4547
- Cable TV System   Brian Rawlinson, 597-4547
- Telephone System   Chris Myers, 597-4357, 4279
- Help Center   Chris Myers, 597-4357, 4279
  Scott Sperka, 597-4357, 4271