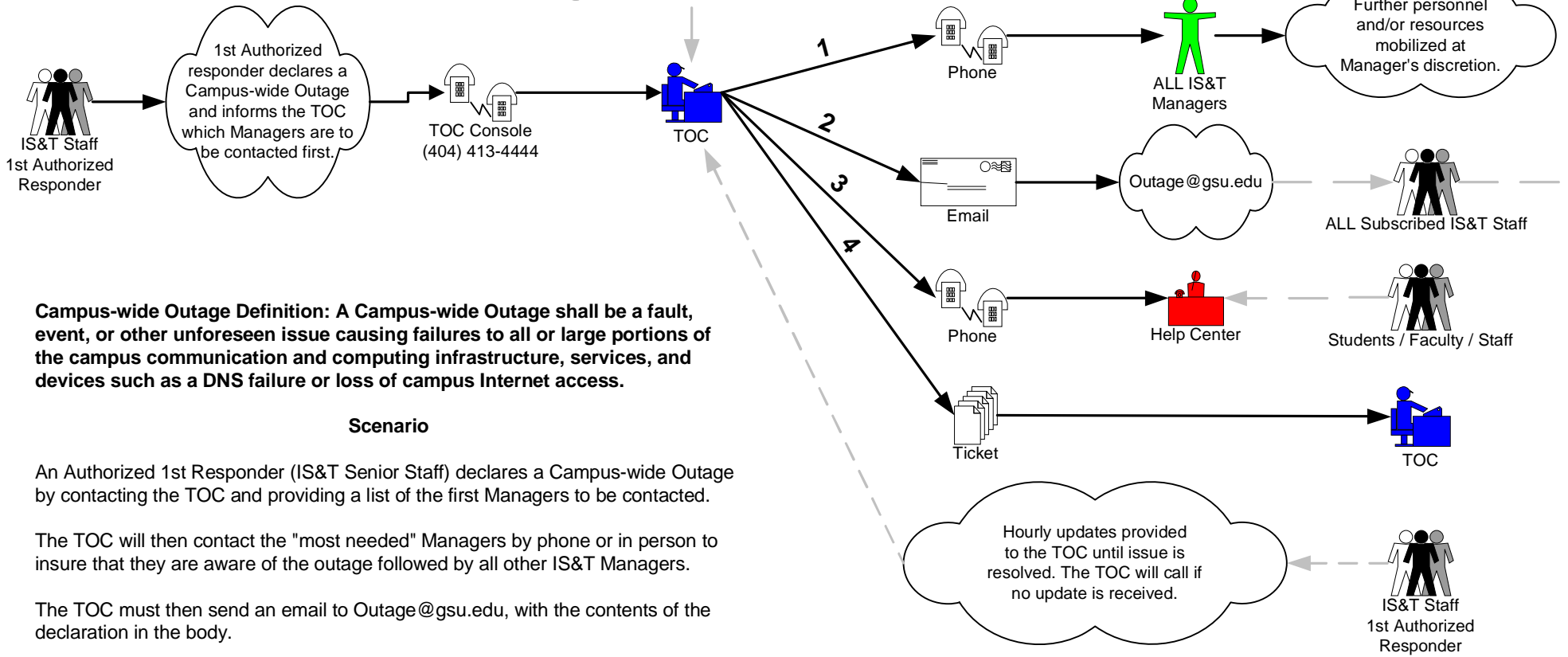


# Campus-wide Outage



**Campus-wide Outage Definition:** A Campus-wide Outage shall be a fault, event, or other unforeseen issue causing failures to all or large portions of the campus communication and computing infrastructure, services, and devices such as a DNS failure or loss of campus Internet access.

## Scenario

An Authorized 1st Responder (IS&T Senior Staff) declares a Campus-wide Outage by contacting the TOC and providing a list of the first Managers to be contacted.

The TOC will then contact the "most needed" Managers by phone or in person to insure that they are aware of the outage followed by all other IS&T Managers.

The TOC must then send an email to Outage@gsu.edu, with the contents of the declaration in the body.

The TOC must then contact the Help Center who will field calls from non-IS&T Staff updated with the latest network status.

The TOC must create a FootPrints ticket assigned to the TOC which will contain work notes and final resolution.

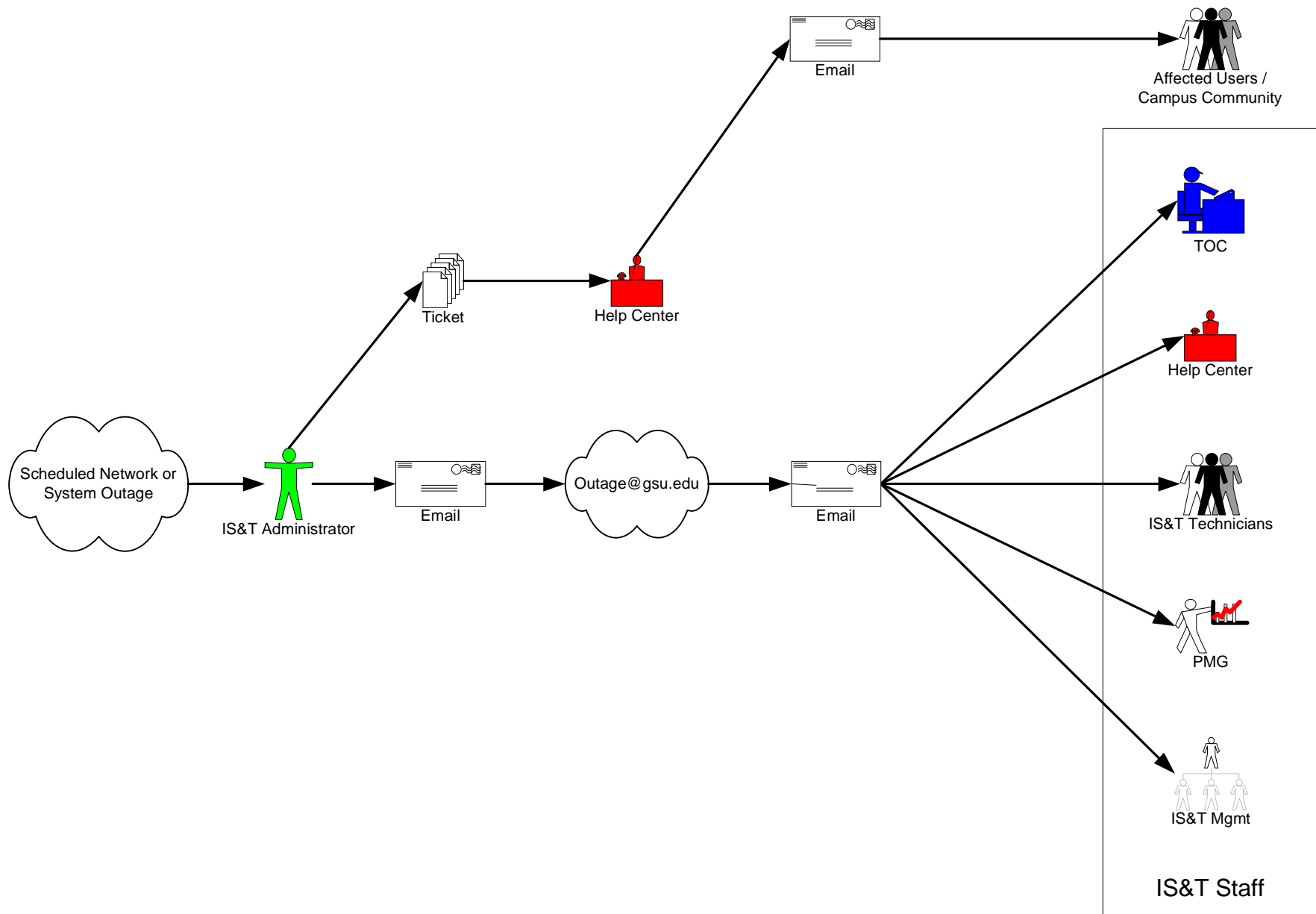
The 1st Responder who declares the Campus-wide Outage will be considered the Primary. The Primary will be responsible for the recurring updates to the TOC. The 1st Responder may reassign the role of Primary to another individual during the course of troubleshooting by notifying the TOC. The new Primary will be responsible for further updates.

**RECURRING:** The 1st Responder must provide HOURLY updates regarding the problem status until the issue is resolved. The TOC will call if not contacted by the 1st Responder.

A post-mortem report will be compiled and made available to Management by the TOC by the end of the next business day following the resolution of the issue preferably during a meeting of involved parties with the cooperation of all IS&T Managers and Staff that assisted on the issue.

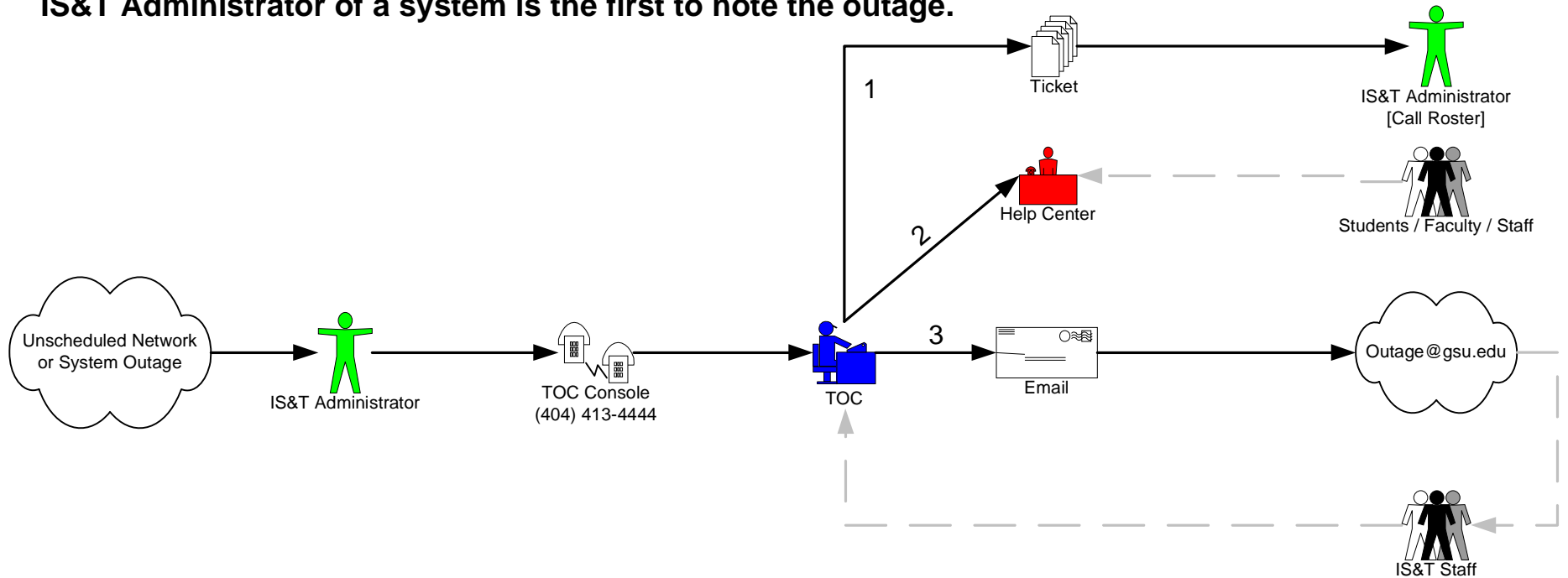
Campus community notification contents and method of delivery will be determined by the IS&T Director and the IS&T Advocate during or after the post-mortem meeting.

# Critical Scheduled Outage



# Critical Unscheduled Outage

IS&T Administrator of a system is the first to note the outage.



## Scenario

The IS&T Administrator must contact the TOC by phone or in person to insure that they are aware of the outage.

The TOC must first open a FootPrints ticket and address it to the IS&T Administrator [Call Roster].

The TOC must then contact the Help Center by phone or in person and supply the active ticket number to insure that they are aware of the outage.

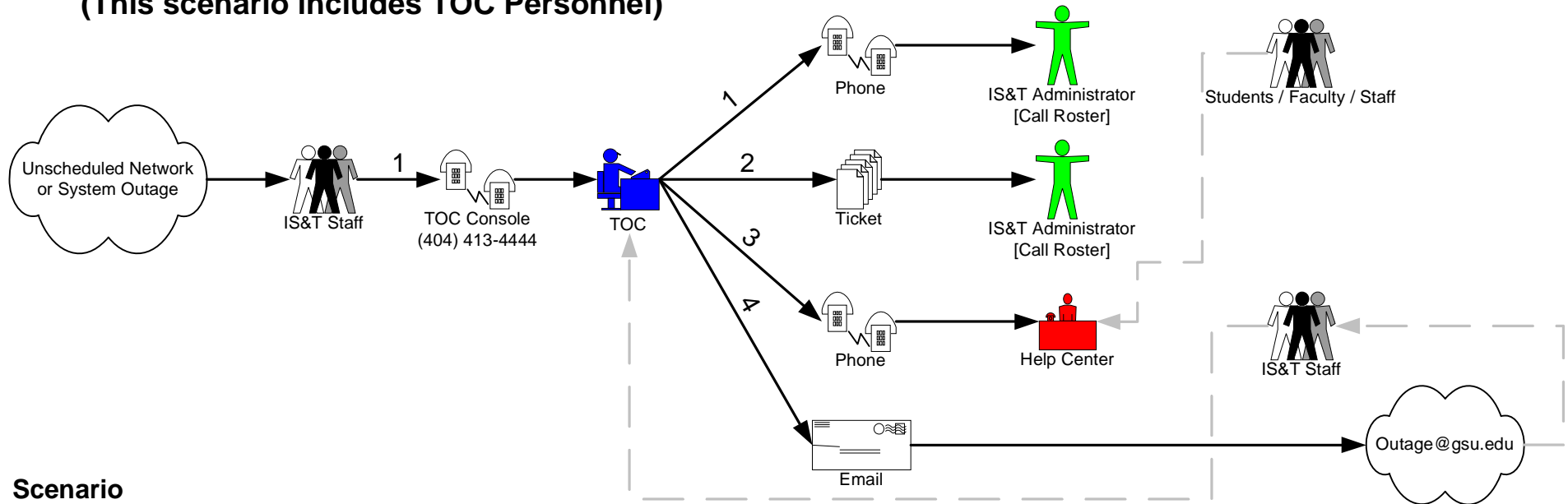
The TOC must then send an email to Outage@gsu.edu, with the contents of the FootPrints ticket pasted into the body.

The TOC will field calls from IS&T Staff that may be experiencing residual issues.

The Help Center will field calls from non-IS&T Staff updated with the latest network status.

# Critical Unscheduled Outage

IS&T Staff Member other than the IS&T Administrator is the first to note the outage.  
(This scenario includes TOC Personnel)



## Scenario

The IS&T Staff Member must contact the TOC by phone or in person to insure that they are aware of the outage.

The TOC must first contact the IS&T Administrator [Call Roster] by phone or in person to insure that they are aware of the outage.

The TOC must then open a FootPrints ticket and address it to the IS&T Administrator [Call Roster].

The TOC must then contact the Help Center by phone or in person and supply the active ticket number to insure that they are aware of the outage.

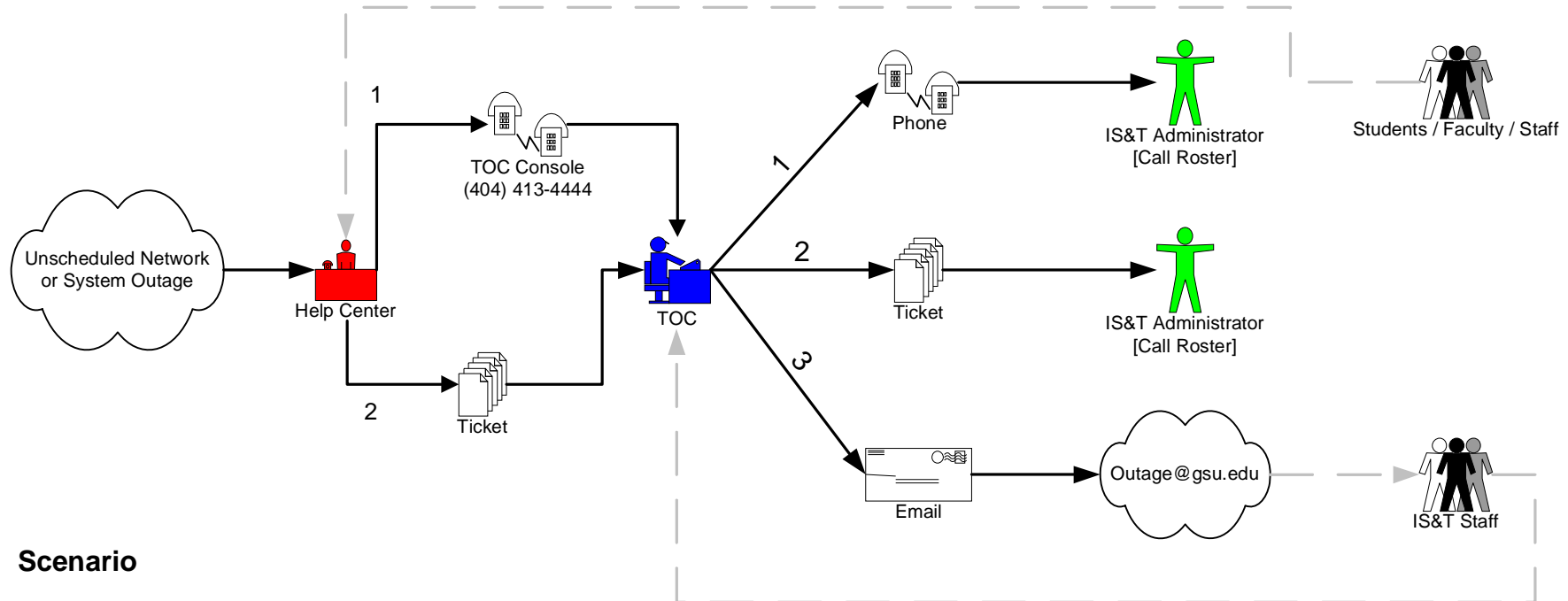
The TOC must then send an email to Outage@gsu.edu, with the contents of the FootPrints ticket pasted into the body.

The TOC will field calls from IS&T Staff that may be experiencing residual issues.

The Help Center will field calls from non-IS&T Staff updated with the latest network status.

# Critical Unscheduled Outage

Help Center is the first to note the outage.



## Scenario

The Help Center must contact the TOC by phone or in person to insure that they are aware of the outage.

The Help Center must create a FootPrints ticket regarding the outage and assign it to the TOC.

The TOC must first contact the IS&T Administrator [Call Roster] by phone or in person to insure that they are aware of the outage.

The TOC must then modify the FootPrints Ticket opened by the Help Center and reassign it to the IS&T Administrator [Call Roster].

The TOC must then send an email to Outage@gsu.edu, with the contents of the FootPrints ticket pasted into the body.

The TOC will field calls from IS&T Staff that may be experiencing residual issues.

The Help Center will field calls from non-IS&T Staff updated with the latest network status.