

Critical Outage Communication Process

A Critical Outage is when a mission critical service is down or severely degraded for the entire campus or a large portion of the campus. Some example mission critical services that would trigger a critical outage are: Campus network, Internet access, Building network, Domain Name System (DNS), Dynamic Host Control Protocol (DHCP) GroupWise, Student Email, GoSOLAR, Spectrum, PeopleSoft HR or File Server.

IS&T support staff recognizes a critical outage situation

1. An IS&T staff member will contact NOC by phone or in person to inform them of the outage **or**, during University hours, the Help Center will contact NOC by phone or in person to inform them of the outage, open a help case and assign it to the NOC.
2. The NOC will confirm, perform initial diagnosis and contact the appropriate support staff [Call Roster] by phone or in person to inform them of the outage.
3. The NOC will open a help desk case if one does not already exist and assign it to the support staff member contacted [Call Roster].
4. The NOC will contact the Help Center by phone or in person and supply the help desk case number and inform them of the nature of the outage and its impact.
5. The Help Center will post an outage notice on the Help Center Web site.
6. The NOC will send an email to outage@gsu.edu with the contents of the help desk case pasted into the body of the email.
7. The NOC will field calls from IS&T staff that may be experiencing related issues.
8. The Help Center will field calls from Georgia State customers and update them with the latest status.
9. The NOC will contact the assigned support staff 20 minutes after assigning the ticket to them to obtain an initial status report and every hour there after unless given a specific time to follow up¹.
10. The NOC will contact the help center management staff with the initial assessment.
11. Help Center management will determine the appropriate level and method of communication to be used to update the campus or impacted customers. The Help Center will obtain clarification from the NOC or technical staff if necessary.
12. When the outage has been resolved and the system is back online, the assigned support staff will notify the NOC and the Help Center by phone or in person.
13. The assigned support staff will send email to outage@gsu.edu with the problem resolution.
14. The Help Center will update the Web page, notifying customers that the outage has been resolved.

Help Center Manager - 404-413-4370

Help Desk Coordinators - 404-413-4373 or 404-413-4368

TOC Console – 404-413-4444

TOC Asst. Manager – 404-413-4404

¹ A technician may be waiting for equipment delivered from a vendor and he / she may not have a status change until the equipment arrives more than an hour in the future. In that case the technician can plan to follow up with the NOC when the equipment arrives or work with the NOC to contact them at some set time in the future.