ADMIN SYSTEMS OUTAGE NOTIFICATION PROCESS

(2/13/07 Marcia)

STANDARD OUTAGE TIMES (NO APPROVALS NEEDED):
ADMIN (SIS/FRS/HRS/CougarTrail): Midnight – 8AM Monday - Friday
Midnight – 8PM 2nd Sunday of month

ADMIN SERVERS (Wando/Cooper): Midnight – 8PM 2nd Sunday of month

SCHEDULED OUTAGES DURING NON-STANDARD OUTAGE TIMES:
- Requestor sends outage request to “ITOutageRequest” for approval at least 5 business days prior to outage
- Leaders (or designated backups) send request to their respective user groups (SISCore, FRSCore, and HRSCore)
- Leaders (or designated backups) send approval to “ITOutageRequest”, Helpdesk, and Requestor
- Helpdesk sends campus notification from “ITOutageNotification” email address
- Helpdesk posts outage on Information Technology web page
- IT Infrastructure team posts outage to ADMIN login page
- Anyone on campus who has issues with the proposed outage sends details to “ITOutageRequest”
- If there are issues with the scheduled outage, Leaders jointly decide whether to cancel the outage or not;
- Leaders respond to Helpdesk and “ITOutageRequest” with decision within 24 hours
- If outage is cancelled, Helpdesk removes web page notice and sends cancellation notice to campus via “ITOutageRequest”
- If outage time is being changed, approval process begins again

EMERGENCY OUTAGES (less than 5 business days notice):

IF SIS, FRS, OR HRS OUTAGE WILL BE LESS THAN 15 MINUTES:
- Requestor sends emergency outage request to “ITOutageRequest” distribution list
- Leaders (or designated backups) send request to their respective user groups if time permits
- Leader notifies Operations@cofc.edu, “ITOutageRequest”, and Requestor with the approved time
- IT Infrastructure team sends VMS announcement to everyone logged on Wando/Cooper 15 minutes in advance of outage
- Operations starts the script that gives users a 3 minute notice to log off immediately; Operations brings the appropriate system down and back up

IF OUTAGE IS MORE THAN 15 MINUTES:
- Requestor sends emergency outage request to “ITOutageRequest” distribution list
- Leaders (or designated backups) send request to their respective user groups if time permits
- Leaders (or designated backups) send approval to “ITOutageRequest”, Helpdesk, and Requestor
- Helpdesk sends out campus notification from “ITOutageNotification” email address
- Helpdesk posts outage on Information Technology web page
- IT Infrastructure team posts outage to ADMIN login page
- Anyone on campus who has issues with the proposed outage sends details to “ITOutageRequest”
- If there are issues with the scheduled outage, Leaders jointly decide whether to cancel the outage or not;
- Leaders respond to Helpdesk and “ITOutageRequest” with decision within 2 hours
- If outage is cancelled, Helpdesk removes web page notice and sends cancellation notice to campus via “ITOutageRequest”
- If outage time is being changed, approval process begins again

Current Leaders: Cathy Boyd (SIS), Sam Jones (HRS), and Ruby Flateau (FRS)
Designated Backups: Stacy Finefrock (SIS), Everett McInnis (HRS), and Priscilla Burbage (FRS)

Notes: (1) If possible, schedule outage between 11:30AM -12:30PM or between 5-8PM
(2) If server or application is non-responsive, approvals will not be requested for IT to get them responsive again.