

IT Communications Policy

Definition of Service Interruptions:

Any incident or event that results in a user's inability to perform computing operations shall be reported as a service interruption. Service interruptions can be categorized by level of escalation, as follows:

1. Single user (minor) – precludes use of a single program or service for one user.
2. Multiple user (minor) – precludes use of a single program or service for multiple users.
3. Single user (major) – prevents user from maintaining a reasonable workflow.
4. Multiple user (major) – prevents multiple users from maintaining a reasonable workflow.
5. Catastrophic – campus wide interruption.

Planned Interruptions:

Affected users shall be notified regarding planned interruptions. IT staff will seek to meet and plan the outage with the affected users when appropriate. After a working plan is established, users shall be notified 3 times via campus email regarding the expected service interruption and its alternate work plan. These notifications shall be sent 2 weeks, 1 week, and 1 day prior to the interruption. Staff discretion will be used to determine timing in cases where the lead-time is less than 2 weeks. All information regarding the planned service interruption will be posted at the IT web site for viewing.

Developing Work plans:

IT will seek to make an appointment with affected users before a planned service interruption. The purpose of the appointment will be to gather information regarding how the interruption will affect user workflow. IT will accept all suggestions for the timing and duration of the interruption, and will use these suggestions and information to develop a plan that will effectively achieve the goal of the interruption with the least amount of interruption in user workflow.

LSSU Communications Policy

Unforeseen Interruptions:

The user should report level 1 and 2 service interruptions to the HelpDesk as soon as possible. The HelpDesk will dispatch the information to appropriate staff, and these issues will be resolved according to report time and number of users affected.

When appropriate, the HelpDesk will escalate the service interruption to a level 3 or 4. Level 3 and 4 service interruptions will take precedence in order of repair time over levels 1 and 2.

If the situation should escalate to a level 5 interruption, any and all available staff will be assigned to its resolution until repair is completed.

Any unforeseen service interruption that affects more than one user will be accompanied by notification regarding the nature and expected duration of the event. Notifications will be sent via electronic mail unless the situation renders this method ineffective. Method of notification will depend on the technology affected, and will consist of one of the following, in order:

1. E-Mail
2. Voice Mail
3. Foot courier

Security threats:

Any perceived threat to either desktop or network security should be reported to the HelpDesk. IT personnel will determine the severity of the threat and notify users of any action necessary to preserve their normal computing environment. This includes, but is not limited to virus warnings and suspected infections.