ITS Communications Checklist for Unplanned Service Disruptions and Outages

**Discovery Phase - Initiate**
Begin communication and coordination
Operations Center OR Service Owner

- **ITS Staff**: As soon as issue discovered, notify Ops Center with known details.
- **Ops Center (OR Serv. Owner)**: Create Unplanned Change and post to status page (http://status.its.unc.edu/) within 15 minutes of discovery. Notify Service Desk. If known, the message should report the following (sample): We have reports of X issue and are working on resolution. A follow up report will be sent in xx minutes.
  - Identify service/customers affected if known.
  - Identify symptoms.

- **Service Owner**: Create or modify Unplanned Change, take ownership of issue and notify Ops Center (15 mins). Include following info:
  - Identify services/customers affected
  - Identify symptoms of problem
  - Identify corrective actions being taken

**Investigation/Identification**
Issue discovery and notifications
Incident Communicator/Service Owner

- Provide Update within 30 minutes of 1st communication (45 minutes into incident):
  - Determine impact across ITS services and criticality of issue – Update Ops Center
  - Determine impact to customers and campus – Update Ops Center

- **If incident is of Major or Critical priority**:
  - Identify Incident Communicator. All future summary updates should be from Incident Communicator.
  - Copy ITS Communications Office on all communications
  - Ops Center initiates ITS Major Outage (Internal) in xMatters
  - Ops Center opens ITS Conference Bridge (US&E bridge conference line: 1-877-873-8017, participant code 5821171; initiator code 2392)

- Decide (REFER TO CRITICAL SERVICES LIST)
  - Activate Service Desk IVR message
  - Communications Office – CIO’s office (for ITEC comms) its_evnt_comm_ext@unc.edu
  - Activate Significant IT Outage Comm plan (CIO, DCIO decision – major email or Network failure events)

- **Provide 30 min update (75 mins into incident)**
  - Send update to CTC lists with latest status:
    - Refer all audiences to ITS Status page for updates (http://status.its.unc.edu/)
    - Define services/customers affected
    - Provide estimate of impact
    - Share corrective actions being taken
    - Estimate time to resolution (if possible)
    - Provide communication timeline if different from standard 30 minutes

**Update/Recovery Phase**
Keep Customers and ITS Informed
Incident Coordinator/Service Owner

- Track and update the impact to services/customers through to resolution
- Report information to Ops Center for ITS Status page updates (http://status.its.unc.edu/) every 30 min. or agreed-upon intervals:
  - Identify Public v. Internal Communications
  - Updates to scope/impact
  - Share corrective actions or workarounds if available
  - Milestones/setbacks
  - Communications to impacted groups
  - Changes to communication intervals

- If the issue does not change, report as:
  - **Status has not changed. We are still working on the problem and will report when we know more.**

- **Email updates to** its_evnt_comm_ext@unc.edu for notices to ITS Major Outage (Internal) in xMatters, if applicable
- Update participants on Conference Bridge, if applicable
- Discuss additional communications and communication intervals, methods
- Provide updates to community if applicable
  - Email campus via CTC list, ITEC, or other customer lists
  - Email specific users via user lists or post alert on service pages (see reverse side)
  - Email specific departments

**Closure**
Resolution of Issue
Incident Coordinator/Service Owner

- **Service Owner**: Report resolution to Ops Center with the following:
  - Request to resolve issue on ITS Status page site (http://status.its.unc.edu/)
  - Verify that impacted service owners are in resolution phase
  - Suspected or known cause of issue
  - How the issue was resolved
  - Any plans to prevent further outages

If applicable:
- **Ops Center** - Report resolution to AVC list at ITS Major Outage (Internal) xMatters
- Report resolution to Service Desk/BSHD
- Report resolution to users via email and update ITS Status page (http://status.its.unc.edu/)
- Report resolution to impacted users via email and refer to ITS Status page
- Report resolution to CTC lists.
- Provide final update to participants on Conference Bridge and close conference call.

**After major incident/outages:**
- **Service Owner** schedules a follow-up “lessons learned;” service owner will post root cause/failure analysis and append to incident unplanned change in Remedy for CAB discussion

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**IT Critical Services List – Outages to services list that may be considered major:**
- Learning Management System – Sakai
- CCI Printing
- Email, Email list serv
- ConnectCarolina
- Identity management/Single Sign on/ONYEN Auth Services
- TIM
- Web Services
- Network
- Telephone Services – VoIP
- Service Desk ACD
- ImageNow
- Citrix
- ITS Apps
- Multiple IT Service Outages, including Databases, Storage, ITS Apps, etc.
- Remedy
- Infoporte
- Enterprise Storage
- Databases

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**Communication Tips:**
- In emails to Ops Center, identify Public information (to be published to Status)
- Define acronyms, avoid IT jargon.
- Always refer users to the ITS Status page for information/updates.
  - http://status.its.unc.edu/

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**ITS Conference Bridge for Leadership, Service Managers and other impacted staff: Outage Updates – (US&G bridge conference line: 1-877-873-8017, participant code 5821171; initiator code 2392)**

**Significant IT Outage Communications Emergency Text for Campus Technical Staff** Used in the event of loss of alternative email and voice communications or major critical service outage – requires approval and direction from DCIO

**ITS Operations Center:** Telephone - (919) 962-6503; email - itcconduty@unc.edu
- ITS Service Status Page: http://status.its.unc.edu/
- **ITS MAJOR OUTAGE (INTERNAL)**: for Ops Center notification of Critical and Major Outages to AVC’s, Communications and CIO (under ‘Messaging’ https://unc.hosted.xmatters.com)
- **ITS Communications Office**: Sharon Glover, Primary; Ingrid Camacho, Back-up
- **ITS Service Desk**: Kate Hash, Primary; Susan Kellogg, Back-up
# Incident Coordinators for ITS Critical Services

## Campus Emergencies – Alert Carolina
http://www.alertcarolina.unc.edu/go/doc/1395/1319331/

<table>
<thead>
<tr>
<th>Campus Safety and Security (ITS Liaison)</th>
<th>Primary: Matthew Mauzy</th>
<th>Backup: Susan Kellogg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert Carolina Emergency Information</td>
<td>Primary: Matthew Mauzy</td>
<td>Backup: Susan Kellogg</td>
</tr>
</tbody>
</table>

### Widespread IT Incidents

<table>
<thead>
<tr>
<th>Cyber Attack</th>
<th>Primary: Kevin Lanning</th>
<th>Backup: David Alexander</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Center/Ops Center - Major Disruptions</td>
<td>Primary: Dennis Schmidt</td>
<td>Backup: Ray DeCristofaro</td>
</tr>
<tr>
<td>Network - Catastrophic Data Network Outage</td>
<td>Primary: Jim Gogan</td>
<td>Backup: Ryan Turner</td>
</tr>
<tr>
<td>Voice - Catastrophic Voice Outage</td>
<td>Primary: Jim Gogan</td>
<td>Backup: Cheri Beasley</td>
</tr>
<tr>
<td>Utility Infrastructure Outage</td>
<td>Manning, Franklin, Philips University Data Centers: Ray DeCristofaro</td>
<td></td>
</tr>
<tr>
<td>Campus-wide, Significant Events – Official ITS Communications</td>
<td>Primary: Kate Hash</td>
<td>Backup: Susan Kellogg</td>
</tr>
</tbody>
</table>

## ITS Critical or Major Service Outages

<table>
<thead>
<tr>
<th>Learning Management System - Sakai</th>
<th>Primary: Suzanne Cadwell</th>
<th>Backup: Jeremiah Joyner</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCI Printing</td>
<td>Primary: Jeremiah Joyner</td>
<td>Backup: Suneel Potiny</td>
</tr>
<tr>
<td>Email - Exchange (on Prem)/Office 365/HeelMail Email ListServ</td>
<td>Primary: Tim McGuire</td>
<td>Backup: Brent Caison</td>
</tr>
<tr>
<td>Connect Carolina</td>
<td>Primary: Fran Dykstra</td>
<td>Backup: Don Hepp</td>
</tr>
<tr>
<td>Identity management/Single Sign on/ONYEN Auth Services</td>
<td>Primary: Celeste Copeland</td>
<td>Backup: Ethan Kromhout</td>
</tr>
<tr>
<td>TIM</td>
<td>Primary: Don Hepp</td>
<td>Backup: Kathleen O’Brien</td>
</tr>
<tr>
<td>Web Services (Wordpress)</td>
<td>Primary: Kate Hash</td>
<td>Backup: Kim Vassiliadis</td>
</tr>
<tr>
<td>Network</td>
<td>Primary: Jim Gogan</td>
<td>Backup: Ryan Turner</td>
</tr>
<tr>
<td>Telephone Services - VoIP</td>
<td>Primary: Jim Gogan</td>
<td>Backup: Cheri Beasley</td>
</tr>
<tr>
<td>Service Desk ACD (Genesys)</td>
<td>Primary: Ingrid Camacho</td>
<td>Backup: Sharon Glover</td>
</tr>
<tr>
<td>ImageNow</td>
<td>Primary: Vetri Thiagarajan</td>
<td>Backup: Sharron Bouquin</td>
</tr>
<tr>
<td>Citrix</td>
<td>Primary: Matt Conley</td>
<td>Backup: Brent Caison</td>
</tr>
<tr>
<td>ITS Apps</td>
<td>Primary: Patrick Casey</td>
<td>Backup: Ethan Kromhout</td>
</tr>
<tr>
<td>Virtual Server Infrastructure</td>
<td>Primary: Matt Conley</td>
<td>Backup: Brent Caison</td>
</tr>
<tr>
<td>Remedy</td>
<td>Primary: David Smith</td>
<td>Backup: Frances Chan</td>
</tr>
<tr>
<td>Infoporte</td>
<td>Primary: Mariel Carrion</td>
<td>Backup: Fran Dykstra</td>
</tr>
<tr>
<td>Carolina Cloud Apps</td>
<td>Primary: Patrick Casey</td>
<td>Backup: Ethan Kromhout</td>
</tr>
<tr>
<td>XMatters</td>
<td>Primary: Matthew Mauzy</td>
<td>Backup: Don Ward</td>
</tr>
<tr>
<td>Enterprise Storage</td>
<td>Primary: Matt Conley</td>
<td>Backup: Brent Caison</td>
</tr>
<tr>
<td>Databases</td>
<td>Primary: John McGarrigle</td>
<td>Backup: Ethan Kromhout</td>
</tr>
</tbody>
</table>

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### Sr. Leadership Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Office Line</th>
<th>Cell Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barker, M – Research/T&amp;L</td>
<td>919-962-4314</td>
<td>850-228-0639</td>
</tr>
<tr>
<td>Dykstra, F – Ent Applications</td>
<td>919-962-5065</td>
<td>203-530-1002</td>
</tr>
<tr>
<td>Gogan, J. – Comm Tech</td>
<td>919-445-0123</td>
<td>919-525-6314</td>
</tr>
<tr>
<td>Haring, S. – ITS F&amp;A</td>
<td>919-962-0999</td>
<td>305-588-6478</td>
</tr>
<tr>
<td>Kellogg, S. – Deputy CIO</td>
<td>919-962-1626</td>
<td>919-923-4969</td>
</tr>
<tr>
<td>Lanning, K - ISO</td>
<td>919-445-9391</td>
<td>919-621-0216</td>
</tr>
<tr>
<td>Schmidt, D. - Inf &amp; Operations</td>
<td>919-843-7611</td>
<td>919-623-3353</td>
</tr>
</tbody>
</table>