

# Response To An Unscheduled Outage Roles & Responsibilities During Emergency Service Interruptions

Revision B

Dean's Office  
Information Services Unit  
Issue Date: 1/4/05  
Last Revision: 2/24/05

---

## Reporting a Problem with S/Med ISU IT Infrastructure

When a customer, IT partner, or Campus / Medical Center IT staff member encounters a failure in the data network, or in the operating systems or applications supported by S/Med ISU, s/he immediately reports the problem to the ISU Help Desk:

- During Normal Business Hours via
  - Telephone: 502-1919
  - Email: [isurequest@medsch.ucsf.edu](mailto:isurequest@medsch.ucsf.edu)
- During Non-Business Hours via
  - Telephone: 502-1919

## Triaging an Incident / Problem / Outage

S/Med ISU

- Creates a ticket documenting the problem
- Contacts the on-call programmer, technician or Central IT Service for the network, system or application component
- Business Hours: Maximum Pager Response Time is 15 minutes
- Non-Business Hours: Maximum Pager Response Time is 30 minutes
- When the On-Call responds, CSS provides all known information about the incident
- On-call & CSS agree to date and time of next status from on-call

## Analyzing and Resolving the Incident /

### Problem / Outage Identifying Incident

#### Team Leader

The available senior technical staff member or manager with responsibility for and/or expertise in the core application, system or network areas(s) where failure has occurred, initially leads the emergency response team and determines the initial level and scope of the response.

#### Responsibilities of the Team Lead:

The Initial Team Lead:

- Informs ISU Help Desk of the problem

First Team Lead communication with ISU Help Desk includes:

- Confirmation a component of the Campus or Medical Center computing

If this is a paper copy, it is **uncontrolled** and you must verify the on-line revision level before using.  
Contains Proprietary Information and is for the use of UCSF only.

## Response To An Unscheduled Outage Roles & Responsibilities During Emergency Service Interruptions

Revision B

Dean's Office  
Information Services Unit  
Issue Date: 1/4/05  
Last Revision: 2/24/05

---

- infrastructure is unavailable
  - A first "best estimate" of when service can be restored, if known
  - The name of the Incident Team Leader for the outage or problem
  - An agreement to provide an incident status update to CSS at a specified time
- 
- Organizes the Incident Response Team, as necessary
  - Creates and submits a trouble ticket documenting the problem
  - Manages team activities during the incident / outage
  - Provides periodic status information to ISU Help Desk
  - Updates ticket problem log with information on a continuing basis
  - Confirms incident / outage resolution
  - Assures preservation of software / hardware logs and other documentation helpful to and/or necessary for incident resolution and post incident root cause analysis.

Note: The Incident Response Team Lead may change during an emergency situation. As the nature of an emergency and required response is clarified, it may be appropriate for an individual other than Initial Team Lead to assume responsibility for the recovery. If an existing Team Lead "passes the torch" to another before resolving an incident, the outgoing Team Lead communicates the change of leadership information to ISU Help Desk and logs this information to the ticket.

### Providing Status Information during an Incident / Problem / Outage

Whenever an unscheduled outage occurs, ISU Help Desk notifies IT management, staff, customer, and campus police, as appropriate, using information provided by the Team Lead (or designee). During an incident technical staff refers all customers to ISU Help Desk for status information to assure we speak with "one voice" and deliver consistent and accurate customer communication.

When informed of a service interruption, ISU Help Desk:

- *Immediately* Notifies IT managers or appropriate staff
- Drafts incident status message(s) for dissemination via email or voicemail
- Places a front-end status message on the ISU Help Desk voice mail number informing customers of the outage or problem
- Informs appropriate ISU Help Desk front-line staff of the outage
- Keeps IT managers and staff, impacted customers and the campus community informed via Telephone (direct telephone calls, voicemail broadcast, voicemail front-end message),
- Email (direct email or listserv)
- Alpha pager notifications
- Documents ISU Help Desk actions and communications in ticket "Internal Work Log".

When an outage lasts more than an hour:

- Team Lead provides periodic status information to ISU Help Desk.

If this is a paper copy, it is **uncontrolled** and you must verify the on-line revision level before using.  
Contains Proprietary Information and is for the use of UCSF only.

## Response To An Unscheduled Outage Roles & Responsibilities During Emergency Service Interruptions

Revision B

Dean's Office  
Information Services Unit  
Issue Date: 1/4/05  
Last Revision: 2/24/05

---

- ISU Help Desk drafts incident status message(s) for dissemination via email, voicemail, web and other media
- ISU Help Desk posts status to appropriate audience via appropriate media
- ISU Help Desk alpha pages IT managers and staff to assure awareness of each revised status posting

### Communicating Incident / Problem / Outage Resolution

When service is restored

- Current Team Lead:
  - Provides final status information to ISU Help Desk
  - Debriefs team members, IT management and ISU Help Desk on cause and resolution of incident
  - Closes outage-specific ticket(s)

ISU Help Desk notifies:

- All impacted customers and all customers notified of the outage
- ISU Help Desk Staff
- IT management and staff
- UCSF Police, as appropriate

If this is a paper copy, it is **uncontrolled** and you must verify the on-line revision level before using.  
Contains Proprietary Information and is for the use of UCSF only.