



CENTRAL WASHINGTON UNIVERSITY

INFORMATION TECHNOLOGY SERVICES DEPARTMENT PROCEDURE

Title: Outages Procedure	Number: PR808.0	Eff: 4/1/08 Rev:
Purpose: To provide a single point of contact for the most current information on both planned and unplanned outages of university processes including, but not limited to, GroupWise email, Peoplesoft, network connections, and telephone connections.		
Procedure: Planned: <ol style="list-style-type: none">1. Post on intranet by lead (intranet can include any or all of the following: an announcement, the outage list and/or the tech bytes)<ol style="list-style-type: none">a. The purpose of the outageb. The time and durationc. What processes are affected2. Notify Help Desk<ol style="list-style-type: none">a. Help Desk is notified automatically when an outage is posted on the intranet.b. Helpdesk is also on the outages@cwu.edu list3. Help Desk will then<ol style="list-style-type: none">a. Post on intranet if not already postedb. Put in monthly report if applicablec. Spam campus if appropriated. If outage is at one of the centers use the full 10-digit phone number listed in the phone book to contact them.e. Answer phone calls from the campus concerning the outagef. Update the intranet as necessary Unplanned: <ol style="list-style-type: none">1. Lead posts on intranet or notifies the Help Desk to post it.<ol style="list-style-type: none">a. The purpose of the outageb. The time and approximate duration if knownc. What processes are affectedd. Help Desk is notified automatically when an outage is posted on the intranet.e. Helpdesk is also on the outages@cwu.edu list 2. Help Desk will then<ol style="list-style-type: none">a. Post on intranet if not already postedb. If outage is at one of the centers use the full 10-digit phone number listed in the phone book to contact them.c. Answer phone calls from the campus concerning the outaged. Update the intranet as necessary During outage:		

INFORMATION TECHNOLOGY SERVICES DEPARTMENT

400 East University Way . Ellensburg, WA 98926-7436 . Phone: 509-963-2333 . Fax: 509-963-1385
Bouillon Hall Room 202 . Email: stephenm@cwu.edu . Home Page <http://www.cwu.edu/~its>
CWU is an AA/EEO/Title IX Institution. TDD 509-963-2143



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1. Lead will keep helpdesk up to date
 - a. All is going smoothly
 - b. Problems
 - i. What they are
 - ii. Changes to resolution time

Post outage:

1. Lead provides information on the outage resolution within 1 working day of completing the outage.
2. Help Desk will email users affected with 24 hours when applicable
 - a. What happened
 - b. What was done to correct it
 - c. What actions to keep it from happening in the future

Opt-in listserv for outages:

1. Link to list will be posted on listserv webpage

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