

## UDC OIT Outage Guidelines

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### SCOPE

The purpose of this policy is to determine appropriate operating procedures for handling system outages at The University of the District of Columbia. A system outage is defined as multiple customers being unable to use a piece of hardware, software, or system supported by The Office of Information Technology.

System outages will be broken into two areas: planned outages and emergency outages. Planned outages are known about ahead of time and scheduled. These are typically used for upgrades or routine maintenance. Emergency outages are not known ahead of time and typically the result of some type of system failure.

### PROCESS - EMERGENCY OUTAGES

The following people should be notified immediately during an emergency outage: Help Desk, OIT Managers, and Lead OIT Staff. It is the responsibility of the responding staff person to ensure these people are notified.

Customers should be notified via email during emergency outages. If email is unavailable due to the outage, a broadcast voice mail should be sent. The Outage Manager is responsible for customer notification and should work with OIT Staff to send out voice messages on their campuses if necessary. In the event that the outage is after hours, the staff member working should send out the notifications.

During normal business hours one of the OIT managers should first approve the outgoing message.

Customers should be notified upon conclusion of the outage.

### PROCESS - PLANNED OUTAGES

Every effort should be made to plan and schedule known outages at least one week in advance. This will allow proper discussion and planning regarding the outage, its effects, and coverage requirements.

Currently, OIT schedules planned maintenance on the **second Sunday** of each month. This includes, but is not limited to, Banner patches, NT and email servers patches and upgrades, network upgrades and maintenance, various security patches.

All OIT Managers should know about and discuss each outage before dates and times are finalized. This responsibility lies with the manager whose group is requesting the outage.

The template below should be used for notification email. The outage notification should be composed and approved by the requesting group's manager. It should then be sent to OIT for dispersal to customers affected by the outage.

As planned outages normally occur on Sunday a **combined** OIT notification should be sent to customers on the Tuesday of that week via email using the template below.

Additional Full system backups should be performed on all impacted systems before hardware and software changes or major data moves are attempted. Additional or specialized Backups of hardware configurations on appliances or network equipment should be made before upgrades or major configuration changes are made.

Every effort should be made to not impact daily university business. Downtime for student centered services should be avoided unless absolutely necessary. Major implementations or system work should be scheduled during summer months or term breaks.

Students expect access to our systems 24 hours a day. Efforts should be made to plan outages towards the end of the week (Thursday or Friday).

## **OUTAGE EMAIL TEMPLATES**

The following template should be used for sending out notices for **emergency system outages**:

**UDC Network Services**  
Office of Information Technology

**Release/Maintenance/Outage Notification**

Maintenance Ticket #			
Service(s)			
Associated Services Affected			
Current Status			
Category			
Maintenance Type			
Description			
	Van-Ness	Remote Locations	
Start Date/ Time			
End Date/Time			
Severity/Risk			
Service Impact			
Feedback/Questions	If you have questions or concerns, please contact the <a href="#">Help Desk</a> at <a href="mailto:support@udc.edu">support@udc.edu</a> or call 274-5941. Please provide the service incident number listed above in this e-mail.		
Additional Notes			