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| **Outage Template** |
| **Process Overview** |
| IT is responsible for informing users when they may be affected by system, network, and other related outages.  The outage email template below is used to draft the formal communication for:   1. Standard planned changes 2. Unplanned (Emergency) outages more than 10 minutes long.   The IT person responsible should create and send the communication to affected users based on the process template below. |
| **Process Template** |
| **To…:** (Leave Blank)  **Cc…:** (Leave Blank)  **Bcc...:** Include any users impacted by the planned or unplanned outage; consider using AD Groups, “Information Technology,” and others as needed (e.g., Vendors/Implementation Partners, etc.)  **Subject:** IT "Planned" Outage: "XYZ App"  **Tips:**   * Copy and paste the Communication below into the email. * Use the “To…”, “Cc…:”, “Bcc…” and Subject line suggestions above.   + Send to all Impacted users (consider using AD Groups)   + Always include the “Information Technology” distribution list   + Consider adding those groups being Bcc’d for awareness at the top of the message. * Keep the message brief.   Consider removing your signature from the email if it automatically adds to the email. |
| **Example** |
| cid:image004.png@01CF42A0.31EA1A20  *Note all WellView Users have been bcc’d on this email.*  As a reminder, a planned outage is scheduled for XYZ application/system/etc.   |  |  |  |  | | --- | --- | --- | --- | | **Start Date/Time:** | 1/1/2000 | | | | **End Date/Time:** | 10:00 AM (MT) | | | | **Affecting:** | All Applications, XYZ Service, etc. | | | | **Reason for Outage:** | Planned server maintenance | | | | **Impact:** | Will be inaccessible throughout the scheduled outage window | | | |  | |  | | |  | |  |  |   Another email will be sent when the work is successfully completed or as other updates are necessary.  **If there are any questions or concerns:**   * Before the scheduled outage, please contact First Name, Last Name at x.6666. * After the outage is complete, please contact the Helpdesk at x.6777 or [helpdesk@anteroresources.com](mailto:helpdesk@anteroresources.com) for support.   Thank you. |