

ACTION Checklist for Unplanned Service Disruptions and Outages



Initial Status Report

Upon issue being reported



Identification

Issue discovery



Updates

Keep users informed



Closure

Upon resolution of issue



Report to the NOC.



Draft a user friendly message and forward it to the NOC for posting at cit.cornell.edu.

At a minimum, the message must report the following:

- "We are aware of the issue and we are working on it. We will report as soon as we know more." *The initial message does not have to identify the cause or source of issue.*
- Services affected
- What the issue/behavior looks like
- Scope of the issue



State the cause and source of the issue (if unknown, report that).



Identify corrective actions being taken.



Estimate time to resolution (if possible).



Report this info to the NOC for status update.



Email your users the current status (if you have user lists).

Refer users to the CIT status page for further information and updates:

www.cit.cornell.edu/services/status.cfm



Report the following to the NOC every 30 minutes when appropriate or at agreed upon intervals.

- New information (if any)
- Milestones
- Setbacks

If the status has not changed, report that to the NOC, and they will post "Status has not changed."



Report the following to the NOC:

- Suspected or known cause of issue
- How you fixed the issue
- Any planned changes to prevent future outages of this type



Email your users to report the issue has been resolved.

Outage Notes:

Contact Information

Network Operations Center

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Communication & Outreach

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