

<b>UCSF</b>	<b>Response To An Unscheduled Outage Roles &amp; Responsibilities During Emergency Service Interruptions</b>	Procedure No.:
		Revision:
		Effective Date:
		Publish Internal / External:
		Page 1 of 3

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## Reporting a Problem with Medical Center or Campus IT Infrastructure

When a customer, IT partner, or Campus / Medical Center IT staff member encounters a failure in the data or voice network, or in the operating systems or applications supported by Medical Center IT or campus ITS, s/he immediately reports the problem to Customer Support Services (CSS):

- During Normal Business Hours via
  - Telephone: 514-4100 (Medical Center IT: Option 1 / ITS: Option 2)
  - Web Submit: help.ucsf.edu
  - Email: itscs@its.ucsf.edu
- During Non-Business Hours via
  - Medical Center IT: Telephone: 514-4100
  - ITS Email & Applications &/or Emergency Response Activation: (Option 2, Voice Mailbox 1)
  - ITS Network: (Option 2, Voice Mailbox 2)

## Triaging an Incident / Problem / Outage

Customer Support Services

- Creates a Remedy ticket documenting the problem
- Pages the on-call programmer or technician for the network, system or application component
- Alpha-pages IT managers' group to alert them to problem / incident / outage
- If the on-call does not respond in the specified time frame, pages the on-call's manager
- If the on-call's manager does not respond in the specified time frame, pages the manager's manager
- If the on-call's manager does not respond in the specified time frame, pages the manager's director
  - 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 Customer Support Services (CSS) of the problem
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		Page 2 of 3

First Team Lead communication with CSS includes:

- Confirmation a component of the Campus or Medical Center computing 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 Remedy trouble ticket documenting the problem
  - Manages team activities during the incident / outage
  - Provides periodic status information to CSS
  - Updates Remedy 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 communicate the change of leadership information to CSS and logs this information to the “master” Remedy ticket (if Remedy is accessible).

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

Whenever an unscheduled outage occurs, Customer Support Services 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 CCS for status information to assure we speak with “one voice” and deliver consistent and accurate customer communication.

When informed of a service interruption, CSS:

- *Immediately* Notifies IT managers or appropriate on-call staff via a brief alpha page
- Drafts incident status message(s) for dissemination via email, voicemail, web and other media
- Sends incident status message(s) to appropriate manager(s) for review prior to dissemination
- Places a front-end status message on the CSS ACD number (514.4100) informing customers of the outage or problem
- Informs appropriate CSS front-line staff of the outage
- Links existing client “trouble” tickets in Remedy with a “master” outage ticket created by the Team Lead or designee.
- Keeps IT managers and staff, impacted customers and the campus community informed via
  - Telephone (direct telephone calls, voicemail broadcast, ACD front-end message),
  - Email (direct email or listserv)
  - Alpha pager notifications
  - Web page postings
- Documents CSS actions and communications in Remedy ticket “Internal Work Log”.

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		Page 3 of 3

When an outage lasts more than an hour:

- Team Lead provides periodic status information to CSS.
- CSS drafts incident status message(s) for dissemination via email, voicemail, web and other media
- CSS sends incident status message(s) to appropriate manager(s) for review prior to dissemination
- CSS posts status to appropriate audience via appropriate media
- CSS 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 CSS
  - Debriefs team members, IT management and CSS on cause and resolution of incident
  - Closes outage-specific Remedy ticket(s)
- Customer Support Services notifies:
  - All impacted customers and all customers notified of the outage
  - CSS Staff
  - IT management and staff
  - UCSF Police, as appropriate

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