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<b>Latest Version:</b>	2.0	<b>Revision Date:</b>	03/04/2016
<b>Effective Date:</b>	09/26/2016	<b>Replaces:</b>	05.1.7 Updating the ISD Alerts Page V1.0 & 05.1.8 Updating the ISD Major Incidents Page V1.0
<b>Revised By:</b>	Joshua Graves	<b>Review Cycle/Date:</b>	Annual
<b>Reviewed By:</b>	Amy Max	<b>Reviewing Unit:</b>	OMES Service Desk
<b>Title:</b>	Outages and Alerts Pages SOP		
<b>Description:</b>	This document is the operating standard for the Outages page and the Alerts page.		

## Outages and Alerts Pages

### Standard Operating Procedure

1. General Statement of Purpose
  - 1.1. The purpose of this document is to identify the circumstances when the Outages page and the Alerts page are updated.
2. Scope
  - 2.1. This document applies to all postings on the Outages and Alerts pages.
3. Discipline
  - 3.1. Service Management
4. Terms and Definitions
  - 4.1. Outages page – Website used to inform customers of outages.
  - 4.2. Alerts page – Website used to share information of importance to OMES customers.
  - 4.3. Content Management System (CMS) – An online system the OMES Service Desk uses to update the Outages page and the Alerts page.
5. Instructions
  - 5.1. The OMES Service Desk maintains both the Outages page and the Alerts page.

#### **Outages Page**

- 5.2. When a Service Desk Technician identifies an Incident 1 or 2 affecting multiple people at an agency, an entire agency or system or multiple agencies, they update the Outages page using the Content Management System.
  - 5.2.1. Types of information to be added to the Outages page include:
    - Statewide outages
    - Agency-specific outages
    - System degradations
- 5.3. When the outage and CRM Case are resolved, a Service Desk Technician moves the listed outage from the list of Current Outages to the list of Restored Outages on the Outages page.
  - 5.3.1. Resolved outages are displayed in the Restored Outages section for 24 hours.

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### **Alerts Page**

- 5.4. Types of information to be added to the Alerts page include:
  - 5.4.1. Upcoming planned outages.
  - 5.4.2. Other known issues that are of concern to OMES customers, but are not considered incidents.
  - 5.4.3. Unless otherwise requested, information will remain on the Alerts page for 5 business days or until the planned outage timeframe is complete.
- 5.5. When an OMES IS manager needs a notification added to the Alerts page, they must contact the OMES Service Desk.
- 5.6. A Service Desk Technician updates the Alerts page using the Content Management System.
6. Roles and Responsibilities
  - 6.1. Service Desk Technician
    - 6.1.1. Updates the Alerts page and the Outages page.
7. References
  - 7.1. Outages page – <http://outages.ok.gov/>
  - 7.2. Alerts page – <http://alerts.ok.gov/>