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| Latest Version: | 1.0 | Revision Date: | 06/09/14 |
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| Revised By: | Joshua Graves | Review Cycle/Date: | Annual |
| Reviewed By: | Amy Max, Drew Hall | Reviewing Unit: | Service Desk |
| Title: | Reporting a Service Outage (Discovered by ISD Staff) SOP | | |
| Description: | This document is the operating standard for reporting a service outage discovered by ISD staff. | | |

Reporting a Service Outage (Discovered by ISD Staff)

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this standard is to outline the processes for reporting a service outage discovered by ISD staff and for resolving a service outage.
2. Scope
 - 2.1. This standard applies to all ISD staff members who discover or are working to resolve a service outage.
3. Discipline
 - 3.1. Service Management Standards
4. Terms and Definitions
 - 4.1. Major Incident – Typically, a catastrophic service outage when an entire location is down, an entire agency is down, or an entire service is down. Any ISD employee can declare a Major Incident.
5. Instructions
 - 5.1. As an ISD staff member, when you experience a service outage, call the Service Desk **immediately** at 405-521-2444. Do not wait to gather more data regarding the service outage.
 - 5.2. Report as much information to the Service Desk as is available and have others begin collecting additional information. The Service Desk will need to know the following information:
 - 5.2.1. Service affected – What functionality is unavailable to customers?
 - 5.2.2. Symptoms the customer may experience.
 - 5.2.3. Customers affected – all customers, specific agencies, location?
 - 5.2.4. Nature of outage – complete service outage or partial functionality?
 - 5.2.5. Estimated time when outage began.
 - 5.2.6. Estimated time to restore service, if known.
 - 5.3. The Service Desk technician will create a parent case and assign it to the appropriate staff per standard operating procedures. They will also add themselves and the Service Desk Leads group as interested parties on the case.

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- 5.3.1. It is important that during an outage, a Service Desk technician is always present to send out any necessary notifications. If a technician assigned to an outage is going to be out of the office during business hours, they must notify their lead and make sure their lead is an interested party of the case. At the end of the technician's shift, they must pass on their information to the person working the following shift and make sure they are added as an interested party.
 - 5.3.2. Service Desk technicians should send out a notification for outages within 15 minutes of receiving an update.
 - 5.4. If the assignee believes the case may be a Major Incident, they must notify their Supervisor ***immediately*** by text with the following message:
Catastrophic outage occurring now. In need of Major Incident Manager.
 - 5.5. If the Supervisor agrees that this is a Major Incident, the Supervisor needs to text the CIO, CAO and Major Incident Manager with the following message:
Catastrophic outage occurring now. In need of Major Incident Manager.
 - 5.6. The assignee will update the non-major incident cases as developments occur but no less than once per hour. The Major Incident Manager will update the Major Incident cases.
 - 5.7. When service is restored, the assignee will provide a detailed explanation of the issue in the case notes with a summary of the resolution in the Solution section. The assignee will also notify the Service Desk that service is restored by selecting the Notification note type in the case notes.
6. Roles and Responsibilities
- 6.1. Reporter – As soon as a service outage is discovered, the reporter contacts the Service Desk. The reporter then collects other necessary information for the Service Desk.
 - 6.2. Assignee
 - 6.2.1. Updates the non-Major Incident cases at least once per hour until the service is restored.
 - 6.2.2. Contacts their supervisor if they believe a case may be a Major Incident.
 - 6.2.3. Upon service restoration, provides detailed explanation of the issue and its resolution in CRM, as well as notifying the Service Desk in the case notes via the Notification note type.
 - 6.3. Service Owner – Decides if a case should be considered a Major Incident.
 - 6.4. Service Desk Technician
 - 6.4.1. Sends out internal notifications for outages using GovDelivery. These notifications are sent to the Major Incidents Notification Group, which consists of appropriate internal OMES staff.

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6.4.2. They are also responsible for notifying the appropriate person, either a team lead or a technician on the following shift, when they will not be in the office to handle an open outage case assigned to them.

6.5. Major Incident Manager – handles the following tasks for Major Incidents:

6.5.1. Updates the Service Desk via case update at least once per hour.

6.5.2. Updates Executive Leadership via text at least once per hour.

6.5.3. Updates the case notes at least once per hour.

6.5.4. Constructs all outbound communication, including the final outage resolution.

7. Limitation or Implementation Notes

7.1. Access to CRM to log the notes and resolution once the issue has been resolved.

7.2. The following phone numbers will be used to text members of the executive committee:

- **CIO** - 520-2123 and 210-1060
- **CAO** - 213-6437 and 831-4963
- **Major Incident Manager** - 990-3597

8. References

8.1. 05.1.13 Major Incident Process SOP