This flowchart provides a high-level overview of the communication process utilized by OIT during major service interruptions, outages or incidents for services it provides or manages. It is intended to be used as a reference and quick guide for the overall process. For full details about the roles, duties and procedures mentioned here, see Incident Communication Procedures.

First Responder*

Detects occurrence of incident
(via direct observation, customer support calls or campus IT staff)

- Help Desk / NOC
- Operations
- OIT Technical Staff

Identifies and notifies Service Responder* (e.g. designated on-call staff)

Service Responder* notifies Service Team

Service Team makes initial assessment of incident scope

Incident has relatively low impact?

NO →

Service Team* notifies Service Owner

Service Owner* assumes responsibility for communication for the duration of the incident response and involves ORS as needed

Communicates outage information to internal stakeholders
(Service Team, OIT Leadership, OIT staff, etc.)

Communicates outage information to campus/service Stakeholders*

Service Team* works on incident
(assemble ad hoc teams, identify issues, etc.)

Problem resolved?

NO → Service Team* reassesses incident response

YES →

Resolution satisfies all Stakeholders*?

NO →

YES → Service Owner* communicates resolution to Stakeholders* and others

YES (from low impact) → Service Team* resolves incident

Post-incident investigation/review (if needed)

Service Owner* will contact Organizational Resiliency Services (ORS) for assistance if one or more of the following are true:
- A large number of customers are affected.
- Affected customers are performing work critical to university business.
- Multiple services are affected (e.g., Data Center issues).
- Incident has remained unresolved for an extended period.

The service owner should consider the nature, scope and timing of an outage to determine the frequency of the status update.

*Roles
- First Responder – Staff member receiving the initial call/notification of the incident
- Service Team – Group of staff members responsible for maintaining a service or group of services
- Service Responder – Staff member designated to respond to a service outage or incident, typically the manager of the service
- Service Owner – Staff member designated for overall responsibility of a service
- Stakeholders – Specific customers of the affected service