Title: UCF IT Outage Communication Checklist

Effective: 05/21/2021

Revised: 07/23/2021

Approved By: Matthew Hall, VP for Information Technology and CIO

Page 1 of 23

Revision History

<table>
<thead>
<tr>
<th>Revision (Rev)</th>
<th>Date of Rev</th>
<th>Owner</th>
<th>Summary of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate To-Do Items and Definitions Sections</td>
<td>06/09/2021</td>
<td>Scott Baron</td>
<td>Switched order of Statuspage &amp; Teams channel post, added Service Owner/SD asterisk section &amp; updated Communications Lead Definition</td>
</tr>
<tr>
<td>Immediate To-Do Items, Definitions &amp; Outage Update Communication Section</td>
<td>06/17/2021</td>
<td>Scott Baron</td>
<td>Updated Communications Lead Definition; Immediate To-Do Items degradation and outage delineation, Discretion verbiage add under the No option; Updated bold text under Outage Update Communication title</td>
</tr>
<tr>
<td>New link to UCF IT Outage Communication Templates</td>
<td>06/17/2021</td>
<td>Scott Baron</td>
<td>Operations to create Teams chat and added NOTE: status line to be updated during business hours</td>
</tr>
</tbody>
</table>

DEFINITIONS: ........................................................................................................................................... 2

IMMEDIATE TO-DO ITEMS: ................................................................................................................................ 2

COMMUNICATIONS LEAD AND OPERATIONS TO-DO: ............................................................................................. 3

INITIAL OUTAGE COMMUNICATION .................................................................................................................. 3

OUTAGE UPDATE COMMUNICATION .................................................................................................................. 3

OUTAGE RESOLUTION COMMUNICATION ......................................................................................................... 4

AFTER HOURS PROCEDURES: .............................................................................................................................. 5

APPENDIX A – CURRENT IT SERVICES, OWNERS AND COMM LEADS .............................................................. 7

APPENDIX B - UCF IT OR CITC DISTRIBUTION LISTS ......................................................................................... 8

APPENDIX C – SERVICENOW SELF-SERVICE PORTAL ALERT POSTING/UPDATE ............................................. 9

INITIAL SERVICE ALERT POST INSTRUCTION: ................................................................................................. 9

SERVICE ALERT BANNER POSTING TO SELF-SERVICE PORTAL (IF APPLICABLE): ........................................... 13

UPDATE SERVICE ALERT POST FROM THE PROBLEM RECORD: ....................................................................... 14

SERVICE ALERT BANNER UPDATE TO SELF-SERVICE PORTAL (IF APPLICABLE): ......................................... 15

REMOVING SSP SERVICE ALERT AND BANNER POST .................................................................................... 16

APPENDIX D - GENERATING (RUNNING) A PROBLEM REPORT ......................................................................... 16

APPENDIX E – STATUSPAGE ADMINISTRATION ............................................................................................. 17
DEFINITIONS:

- **Service Owner** - The service owner is accountable for the service within the organization regardless of where the technology components or professional capabilities reside. The Service Owner may or may not be the Communications Lead.
- **Communications Lead** – UCF IT Assistant/Associate Director (AD) or above. AD can delegate to individual of choice if applicable. The delegate cannot be the Service Owner.
- **Operations** – UCF IT department responsible for sending outage communication templates, updating social media and facilitating after-hours procedures.
- **Statuspage** – External web page displaying UCF service status ([https://status.ucf.edu](https://status.ucf.edu)).

Activate once Service Owner confirms services are degraded or unavailable and cannot be restored within **10 minutes**.

**NOTE:** If a communication medium below is unavailable, use best discretion to make updates to the other mediums that are available.

IMMEDIATE TO-DO ITEMS:

☐ **Service Owner** creates a Problem record in ServiceNow.

Is this a Statuspage Service (reference service list below in APPENDIX A)?

☐ YES & SERVICES ARE UNAVAILABLE (FULL OR PARTIAL OUTAGE)
   MUST COMPLETE ENTIRE OUTAGE COMMUNICATION CHECKLIST

   ☐ Service Owner updates Statuspage service status (up, degraded or down). See APPENDIX E for Statuspage procedures.
   ☐ Communications Lead contacts Service Desk (407-823-5117) to update status line OR

☐ YES & SERVICES ARE DEGRADED

UCF IT Assistant/Associate Director or above makes the decision on whether or not to follow outage communication checklist. It is up to the discretion of the UCF IT Assistant/Associate Director or above on what communication medium(s) should be updated (Statuspage is required to be updated).

   ☐ Service Owner updates Statuspage service status (up, degraded or down). See APPENDIX E for Statuspage procedures.

☐ NO

UCF IT Assistant/Associate Director or above makes the decision on whether or not to follow outage communication checklist. It is up to the discretion of the UCF IT Assistant/Associate Director or above on what communication medium(s) should be updated (one or many).

☐ Service Owner posts a notification to Microsoft Teams “Campus IT Community (CITC) 'Outage Communication’” channel including Problem Number reference.
*The Service Owner is permitted to have an assigned delegate (when necessary) create the Problem record, update Statuspage and post the notification to the CITC Outage Communication channel.

If the assigned delegate is unavailable, the Service Owner can contact the Service Desk to follow the same process of creating the Problem record, updating Statuspage and posting the notification to the CITC Outage Communication channel. The Service Owner is required to provide enough information to the Service Desk, so all communication mediums are current, accurate and complete.

If the Service Desk validates a Problem record has not been created after 30 minutes of receiving contacts of impacted service(s) and there has been no contact from the Service Owner, then the Service Desk is permitted to open a Problem record on behalf of the Service Owner, update Statuspage and post a notification to the CITC Outage Communication channel.

COMMUNICATIONS LEAD AND OPERATIONS TO-DO:

**INITIAL OUTAGE COMMUNICATION**

☐ Communications Lead drafts message and identifies impacted audience for Operations or Communications Lead to email (reference APPENDIX B below for UCF IT or CITC distribution lists that could be used).

Does communication require campus wide or mass email listserv distribution?

☐ YES

☐ Communications Lead contacts Operations (407-823-2908) with communication details prepared

☐ Operations sends out *INITIAL outage communication (using UCF IT Outage Communication Templates) to the following appropriate/affected audiences (distribution lists, Listservs, individuals, etc.) identified by the Communications Lead

*DESCRIPTION OLA – INITIAL to be sent w/in 15 minutes upon retrieval of notice from AD or above

☐ Operations updates social media (Twitter and Facebook)

☐ NO

☐ Communications Lead sends out INITIAL outage communication (using UCF IT Outage Communication Templates) to the following appropriate/affected audiences they have identified

☐ Communications Lead updates Statuspage (if applicable) with same verbiage of email template communication (see APPENDIX E for Statuspage procedures)

☐ Communications Lead posts ServiceNow Self-Service Portal Service Alert with same verbiage of email template communication and determines if banner should be displayed. Reference APPENDIX C below for instructions.
OUTAGE UPDATE COMMUNICATION

It is recommended at a maximum of one-hour increments that an update on progress and ETA to service restoration is communicated. However, it is up to the discretion of the UCF IT Assistant/Associate Director or above on how often to send out UPDATE communication.

Communication required campus wide or mass email listserv distribution?
☐ YES
☐ NO

☐ Communications Lead provides update to Operations with more information on underlying issue status
☐ Operations sends out UPDATE outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL communication
☐ Operations updates social media (Twitter and Facebook) with more information on underlying issue status

☐ Communications Lead sends out UPDATE outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL communication

☐ Communications Lead updates Statuspage (if applicable) with more information on underlying issue status with same verbiage of email template communication (see APPENDIX E for Statuspage procedures)
☐ Communications Lead updates the “Outage Communication” channel with more information on underlying issue status
☐ Communications Lead updates ServiceNow Self-Service Portal Service Alert (and banner if applicable) with same verbiage of email template communication
☐ Communications Lead contacts Service Desk (407-823-5117) to update status line message (if applicable)
OUTAGE RESOLUTION COMMUNICATION

After 30 minutes of verifying services are fully restored

Communication required campus wide or mass email listserv distribution?

☐ YES

☐ Communications Lead provides update to Operations that services are restored
☐ Operations sends out RESOLUTION outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL and UPDATE communications
☐ Operations updates social media (Twitter and Facebook) that services are restored

☐ NO

☐ Communications Lead sends out RESOLUTION outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL and UPDATE communications

☐ Communications Lead updates Statuspage that services are restored (see APPENDIX E for Statuspage procedures)
☐ Communications Lead contacts Service Desk (407-823-5117) to update status line that services are restored
☐ Communications Lead updates the "Outage Communication" channel that services are restored
☐ Communications Lead removes ServiceNow Self-Service Portal Service Alert and banner if applicable
☐ Communications Lead updates Problem record within 30 minutes following resolution.
☐ Communications Lead generates PDF Problem report (reference APPENDIX D below for instructions) from ServiceNow with root cause analysis or reason root cause analysis is still pending for executive leaders to review within 2 weeks following problem record submission.
AFTER HOURS PROCEDURES:

If service degradation or outage is after business hours

☐ Operations calls and texts staff using On-Call calendar
  • If unable to reach staff after multiple attempts, after 10 minutes, Operations updates Statuspage service (if applicable)
  • If unable to reach staff after multiple attempts, after 10 minutes, Operations posts a notification to Microsoft Teams “Campus IT Community (CITC) 'Outage Communication'” channel
  • Operations to follow standard operating procedure regarding on call policy escalation after multiple attempts with no answer

☐ Operations creates a group text for managers and directors for impacted services as needed
☐ Operations creates Teams chat for applicable staff, manager(s) and directors
☐ On-call staff contacts Service Owner (if different) to begin Outage Communication checklist. *NOTE: The status line can only be updated during business hours (M-F 7 AM - 10 PM) at this time.*
☐ Service Owner to confirm Communications Lead has been contacted and ready to begin their assigned tasks
APPENDIX A – CURRENT IT SERVICES, OWNERS AND COMM LEADS

Here are the current IT services (and their Service Owners -> Communication Leads) that are used to answer the question above on whether or not the service is a Statuspage service.

Software and Applications Distribution (Statuspage Abbr. = Software & App Distribution)
- UCF Apps (Rob Connors -> JP Peters)
  - UCF Apps is the campus virtual desktop and lab platform. For more information, visit https://it.ucf.edu/ucf-apps.

Web Services
- my.ucf.edu (Felicia Kendall -> Felicia Kendall)
  - Central Gateway for access to UCF resources like Student Center, Webcourses, including Human Resources and Financial applications.
- DNS – Public Internet-Facing (Statuspage Abbr. = DNS – Public) (Matt Wattles -> Bob Mello)
  - Internet name resolution for UCF websites and services.

Human Resource Systems
- Human Capital Management (Felicia Kendall -> Felicia Kendall)

IT Service Delivery and Support (Statuspage Abbr. = IT Service Delivery & Support)
- ServiceNow (Scott Baron -> Scott Baron)
  - IT service management platform facilitating service intake, service management and service delivery.

Printing and Related Services (Statuspage Abbr. = Printing & Related Services)
- Student Printing (Ron Carey -> Parker Snelson)
  - Student and public printing services, specifically as enabled by PaperCut, available in UCF Libraries and Student Computing Labs.

Student Information Systems
- Campus Solutions (Felicia Kendall -> Felicia Kendall)
  - Peoplesoft Student application for Student Center, Class Registration, and Financial Aid.

Financial and Procurement Systems (Statuspage Abbr. = Financial & Procurement)
- UCF Financials (Felicia Kendall -> Felicia Kendall)
  - Peoplesoft Financials application including Accounts Receivable, Billing, Procurement, and Travel.
- Adaptive Planning (Manoharan Arumugam -> Manoharan Arumugam)
  - Workday Cloud-based application for financial planning and budgeting.

Network and Connectivity Management (Statuspage Abbr. = Network & Connectivity)
- Campus Internet (Trevor Zarnowiec -> Lou Garcia)
  - Connectivity to the internet for UCF Main campus, UCF Downtown, UCF Lake Nona and Rosen College.
- Housing Internet (Bryan Bazemore -> Lou Garcia)
  - Connectivity to the internet for all housing dormitories which includes UCF Main campus, Union West (UCF Downtown), and Rosen College.
- DNS – Internal (Matt Wattles -> Bob Mello)
  - On-campus name resolution for UCF websites and services.
- Enterprise VPN (Jeff Smith -> Adnan Hameed)
  - Provides faculty, staff and students secure remote access to university resources.

Email and Collaboration Services (Statuspage Abbr. = Email & Collaboration)
- Microsoft 365 (Steve Crowe -> Lisa Isham)
  - Cloud services including Email, Teams, OneDrive, SharePoint, Power BI, and Planner.
Data Center Services
- Virtual Server Hosting (Tim Telkamp - Bob Mello)
  - Virtual Machine infrastructure and data center security for DSO and CSB.
- Physical Server Hosting (Lisa Wayte - Bob Mello)
  - Physical server hosting services include racking, cabling, start up, and reboot services.
- Microsoft Azure (Matt Wattles - Bob Mello)
  - Public cloud infrastructure and connectivity to Microsoft Azure from UCF.
- Amazon Web Services (Tim Telkamp - Bob Mello)
  - Public cloud infrastructure and connectivity to Amazon Web Services from UCF.

Mass Communications and Emergency Notifications (Statuspage Abbr. = Mass Communications)
- ListServ (Karl Johnson - Bob Mello)
  - Campus mailing list service.

Conferencing and Telephones (Statuspage Abbr. = Conferencing & Telephones)
- Cisco IPT Phone System (Sean Mulligan - Lisa Isham)
  - UCF enterprise voice service which includes all Cisco desk phones and Cisco Contact Center (Finesse) clients.
- Skype for Business Phone System (Statuspage Abbr. = Skype for Business) (Sean Mulligan - Lisa Isham)
  - UCF enterprise voice service which includes all Skype for Business desk phones/softphones, voice mail and response groups.

Identity and Access Management (Statuspage Abbr. = Identity & Access Management)
- Active Directory Domain Services (Statuspage Abbr. = Active Directory Domain) (Matt Wattles - Bob Mello)
  - Directory services that authenticate and connect students, faculty, and staff with network resources such as campus workstations, servers, and services.
- UCF Federated Identity (Single Sign On) Authentication Service (Statuspage Abbr. = Single Sign On Service) (Matthew Fitzgerald)
  - Students, faculty, and staff use the UCF Federated Identity service to sign on to UCF services such as myUCF, Webcourses, etc.
- Account Password Reset (Brian Strickland - Marc Cassidy)
  - Students, faculty, and staff can use this tool (https://www.mynid.ucf.edu) to reset their account’s (NID, OID or DTC Atlas) password.

APPENDIX B - UCF IT OR CITC DISTRIBUTION LISTS
- UCF IT Internal Outage Notification Listserv
  - ucfit-outage-notification@listserv.cc.ucf.edu
- UCF IT-All
  - UCFTeam-UCFIT-All@groups.ucf.edu
- Campus IT Community
  - UCFTeam-UCFIT-ITRCC@groups.ucf.edu
- Campus Wide Email Communications
  - Ucfempl-all list
  - Ucfstudents-all list
APPENDIX C – SERVICENOW SELF-SERVICE PORTAL ALERT POSTING/UPDATE

This functionality allows the Communications Lead to post service alerts and provide updates to the self-service portal (SSP) and IT website directly from the problem record.

INITIAL SERVICE ALERT POST INSTRUCTION:

To initially post a service alert to the SSP from the problem record, you will need to fill out the “Portal Communication” section/tab.

For the question “Does communication need to be posted to the self-service portal (SSP)?” select “Yes”.

After selecting “Yes”, you will need to fill out the remaining fields.

- * Enter SSP Message Description
  - The text entered should reflect the same verbiage used for the other outage communication mediums.
- * Publish Start Date – This date is chosen for when the service alert should appear on the SSP
- * Publish End Date – This date is chosen for when the service alert should be taken down from the SSP
Once the fields are filled out, you will need to select Submit Portal Communication.

After submitting, you will see a UCF IT Announcement Ticket ID appear.

The “Approved to be published?” checkbox will not be checked until the required approval is complete.

After the “Submit Portal Communication” button is selected, a UCF IT Announcement service alert request is generated automatically. The problem record Short description comes across as the Announcement Title and the SSP Message Description is the Announcement Details.

The Assignment Group Manager (or Delegate) will be notified to approve the service alert initial post. Once approved, the first initial SSP message will be posted.
Following selecting the Submit Portal Communication button:

- Problem record to UCF IT Announcement Service Alert record relationships:

- UCF IT Announcement Service Alert record:

- Problem record/Portal Communications section/tab:
UCF IT Announcement Service Alert record:
- One approval (Assignment Group Manager or Delegate):

Problem record/Portal Communications section/tab:
- Approved to be published

SSP view once approved:
Clicking into the service alert matches SSP Message Description.
SERVICE ALERT BANNER POSTING TO SELF-SERVICE PORTAL (IF APPLICABLE):

Open the “UCF IT Announcement Ticket” (ii) icon) record within the Problem record within the Portal Communication section/tab.

Click the “Create SP Banner” button

Within the Title field, summarize the Service Alert consistent with other communication medium verbiage. The From and To are the publish start and end dates from the Problem record. Click Update.

The banner will be displayed after Update.
UPDATE SERVICE ALERT POST FROM THE PROBLEM RECORD:

Following the initial post, the Communications Lead can update the SSP Message Description directly from the problem record without approvals required. Once the text is modified, the Communications Lead can Save or Update the problem record.
SERVICE ALERT BANNER UPDATE TO SELF-SERVICE PORTAL (IF APPLICABLE):

Re-open the “UCF IT Announcement Ticket” (i) record within the Problem record within the Portal Communication section/tab.

Click the “Create SP Banner” button

Within the Title field, applicably update the Service Alert consistent with other communication medium verbiage. Click Update.

The banner will be displayed after Update.
REMOVING SSP SERVICE ALERT AND BANNER POST

To remove SSP service alert and banner posts, modify the Publish End Date within the Problem record to a past date and time and then Save or Update the record.

APPENDIX D - GENERATING (RUNNING) A PROBLEM REPORT

A problem report is an executive summary report often used when departments inside or outside UCF IT are requesting a summary report of the problem.

To generate a “Problem Report”, click on the Problem Report button located on the problem record.

By clicking this button, ServiceNow generates a PDF, which is downloaded to the clients browsers default location.
APPENDIX E – STATUSPAGE ADMINISTRATION

UCF IT uses a shared account to manage all Components and Incidents (Service Alerts). StatusPage.io has a very rudimentary account management design where all users have the same admin level rights. To request administration privileges, please contact Scott Baron (scott.baron@ucf.edu).

https://manage.statuspage.io/login

Username: ucfstatuspage@ucf.edu
PW: Secret Server access required

Component (Service) Guidelines and Procedures

DO NOT add or delete any Components or Component groups. If Components need to be added or deleted, please reach out to Scott Baron (scott.baron@ucf.edu).

Editing Components
- Click Edit into your Service (Component)
You are permitted to edit the Component name (25 character MAX) and Description if applicable including the support contact information.

DO NOT toggle “Display uptime” historical status.
Incident Guidelines and Procedures

When creating an Incident, please apply the following guidelines:

CREATE (INITIAL)

Click Create Incident

Incident name should be concise description of service degradation or outage. This incident name should be used across other communication mediums to ensure consistency.

Create incident

Incident name

This incident will be posted to page UCF Service

Incident status

Investigating
Identified
Monitoring
Resolved

Message

We are currently investigating this issue.

Update the Incident status using the appropriate classification by clicking on the status category. The Message should reflect same verbiage used across other communication mediums to ensure consistency.

- Investigating – Currently investigating the issue
- Identified – The issue has been identified and a fix is being implemented
- Monitoring – A fix has been implemented and we are monitoring the results
- Resolved – This issue has been resolved.
Select Component (Service) affected and current status of degradation or outage. Check or un-check Send notifications. If unchecked, no messages will be sent.

<table>
<thead>
<tr>
<th>Components affected (Select none)</th>
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<tbody>
<tr>
<td>➤ Software and Applications Distribution</td>
</tr>
<tr>
<td>➤ Web Services</td>
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<tr>
<td>➤ Human Resource Systems</td>
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<tr>
<td>➤ IT Service Delivery and Support</td>
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<tr>
<td>➤ ServiceNow</td>
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<tr>
<td>➤ Printing and Related Services</td>
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<td>➤ Student Information Systems</td>
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<td>➤ Conferencing and Telephones</td>
</tr>
<tr>
<td>➤ Identity and Access Management</td>
</tr>
</tbody>
</table>

Notifications

- Send notifications

POST EXAMPLE TO status.ucf.edu
For updates, select the applicable Incident status and update Message consistent with other communication mediums. Check or un-check Send notifications. If unchecked, no messages will be sent.
RESOLUTION (CLOSE)

To resolve the incident, select Resolved. Ensure you change the Component back to Operational. Update the message with the same verbiage used with other communication mediums to ensure consistency.
POST EXAMPLE TO status.ucf.edu

All Systems Operational

Past Incidents

May 3, 2021

TEST

Resolved - This incident has been resolved.
May 2, 11:29 EDT

Investigating - We are currently investigating this issue.
May 3, 11:29 EDT