

Title: UCF IT Outage Communication Checklist	Effective: 05/21/2021
	Revised: 01/18/2022
Approved By: Matthew Hall, VP for Information Technology and CIO	Page 1 of 11

Revision History			
Revision (Rev)	Date of Rev	Owner	Summary of Changes
Immediate To-Do Items and Definitions Sections	06/09/2021	Scott Baron	Switched order of Statuspage & Teams channel post, added Service Owner/SD asterisk section & updated Communications Lead Definition
Immediate To-Do Items, Definitions & Outage Update Communication Section New link to UCF IT Outage Communication Templates	06/17/2021	Scott Baron	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
Appendix A – Current IT Services, Owners and Comm Leads	09/02/2021	Scott Baron	Updated communication lead and service owner names. Added Cellular Service as a service.
All sections pertinent to updated automation implementation	10/06/2021	Scott Baron	Manual touchpoint items have been removed from the document and any automation pieces have been added. Added director or above names within Appendix A.
Appendix A - Current IT Services, Owners and Comm Leads	10/29/2021	Scott Baron	Ron Mathews replaces Melissa Padula in all areas; Dorann Mullins replaces Manoharan Arumugam
Outage Resolution Communication section & Appendix A	01/18/2022	Scott Baron	Added official postmortem meeting to be scheduled checklist item. Added Service Owners Non-UCF IT services. Password reset service owner/lead replaced

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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>).

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

***Service Owner** completes Communication tab/section question “[Is this a Statuspage Service?](#)” and optional (for initial communication only) Other Communication Mediums & Outage Communication Details sections:

[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** selects their Statuspage Service with the option to complete the Other Communication Mediums and Outage Communication Details sections. When ready, click the red “Send Initial Communication” button
- Communications Lead** contacts Operations (407-823-2908) to inform outage communication is required

OR

- YES & SERVICES ARE DEGRADED

UCF IT Assistant/Associate Director or above makes the decision on whether or not to follow entire 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

- ***Service Owner** selects their Statuspage Service with the option to complete the Other Communication Mediums and Outage Communication Details sections. When ready, click the red “Send Initial Communication” button.
- Communications Lead** contacts Operations (407-823-2908) to inform outage communication is required or will be required soon

NO

UCF IT Assistant/Associate Director or above makes the decision on whether or not to follow entire 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).

**The Service Owner is permitted to have an assigned delegate (when necessary) create the Problem record, complete the Communication tab/section question “[Is this a Statuspage Service?](#)”, and if applicable select the Statuspage Service, complete the optional (for initial communication only) Other Communication Mediums & Outage Communication Details sections and click the red “Send Initial Communication” button.*

If the assigned delegate is unavailable, the Service Owner can contact the Service Desk to follow the same procedure. 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 create the Problem record, complete the Communication tab/section question “[Is this a Statuspage Service?](#)” and if applicable:

- *Select the Statuspage Service*
- *Complete the optional (for initial communication only) Other Communication Mediums & Outage Communication Details sections*
- *Click the red “Send Initial Communication” button*

COMMUNICATIONS LEAD AND OPERATIONS TO-DO:

INITIAL OUTAGE COMMUNICATION

After submitting the red “Send Initial Communication” button, *Operations and Service Desk will be notified via email on the applicable mediums that are required to be updated.

*OPERATIONS OLA - If Operations is required to send out email listserv distribution, the INITIAL is to be sent w/in 15 minutes upon retrieval of automated email notification to their OID

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.

Communications Lead drafts and/or updates Outage Communication Details section in ServiceNow as well as selects any other communication mediums. Once complete, Communications Lead clicks the red “Send Communication Update” button.

OUTAGE RESOLUTION COMMUNICATION

After 30 minutes of verifying services are fully restored

Communications Lead toggles the “Issue resolved” checkbox within the Outage Communication Details section, selects the Date/Time the issue was resolved, completes the “Brief Explanation for Customer” field and clicks the red “Send Resolved Communication” button.

Communications Lead updates Problem record (all other applicable fields) within 30 minutes following resolution.

Communications Lead schedules official postmortem meeting (if a Statuspage service) within five business days following the communication outage resolution. The postmortem meeting will be facilitated using the postmortem [template](#). The Communications Lead is required to invite all pertinent technical stakeholders that were responsible for resolving the underlying issue.

Communications Lead generates PDF Problem report (reference [APPENDIX C](#) 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 (Operations to follow standard operating procedure regarding on call policy escalation after multiple attempts with no answer)
 - If unable to reach staff after multiple attempts, after 10 minutes, Operations creates Problem record in ServiceNow
 - Operations completes Communication tab/section question “[Is this a Statuspage Service?](#)” and selects the Statuspage Service
 - Yes and Services and unavailable
 - Click the red “Send Initial Communication” button
 - Yes and Services are Degraded
 - Click the red “Send Initial Communication” button
 - No
 - No action other than creating the problem record
 - Operations creates a group text for managers and directors for impacted services as needed
 - On-call staff contacts [Service Owner](#) (if different) and [Service Owner](#) updates Outage Communication Details section in problem record (if applicable or has enough information)
 - [Service Owner](#) to confirm [Communications Lead](#) has been contacted and ready to begin their assigned duties per the procedures listed within this document
-

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) – Director or above – Joe Alcalá
 - *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** -> Ron Mathews) – Director or above – Becky Vilsack
 - *Central Gateway for access to UCF resources like Student Center, Webcourses, including Human Resources and Financial applications.*
- DNS – Public Internet-Facing (DNS – Public) (**Matt Wattles** -> Bob Mello) – Director or above – Jim Ennis
 - *Internet name resolution for UCF websites and services.*
- www.ucf.edu (**Tim Neubrandner/Roger Wolf**)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*
- ikm.ucf.edu (**Michelle Parente**)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*

Human Resource Systems

- Human Capital Management (**Felicia Kendall** -> Varsha Das) – Director or above – Becky Vilsack
 - *Peoplesoft Human Capital Management application for Payroll, Benefits, and Time and Labor.*

IT Service Delivery and Support (Statuspage Abbr. = IT Service Delivery & Support)

- ServiceNow (**Scott Baron** -> Scott Baron) – Director or above – Aaron Streimish
 - *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) – Director or above – Joe Alcalá
 - *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** -> Ron Mathews) – Director or above – Becky Vilsack
 - *PeopleSoft Student application for Student Center, Class Registration, and Financial Aid.*

Financial and Procurement Systems (Statuspage Abbr. = Financial & Procurement)

- UCF Financials (**Felicia Kendall** -> Dorann Mullins) – Director or above – Becky Vilsack
 - *PeopleSoft Financials application including Accounts Receivable, Billing, Procurement, and Travel.*
- Adaptive Planning (**Varsha Das** -> Dorann Mullins) – Director or above – Becky Vilsack
 - *Workday Cloud-based application for financial planning and budgeting.*

Network and Connectivity Management (Statuspage Abbr. = Network & Connectivity)

- Campus Internet (**Trevor Zarnowicz** -> Lou Garcia) – Director or above – Mike Scruggs
 - *Connectivity to the internet for UCF Main campus, UCF Downtown, UCF Lake Nona and Rosen College.*
- Housing Internet (**Bryan Bazemore** -> Lou Garcia) – Director or above – Mike Scruggs
 - *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) – Director or above – Jim Ennis
 - *On-campus name resolution for UCF websites and services.*
- Enterprise VPN (**Jeff Smith** -> Adnan Hameed) – Director or above – David Zambri
 - *Provides faculty, staff and students secure remote access to university resources.*

Email and Collaboration Services (Statuspage Abbr. = Email & Collaboration)

- Microsoft 365 (**Sean Mulligan** -> Lisa Isham) – Director or above – Mike Scruggs
 - *Cloud services including Email, Teams, OneDrive, SharePoint, Power BI, and Planner.*

Data Center Services

- Virtual Server Hosting (Tim Telkamp -> Bob Mello) – Director or above – Jim Ennis
 - *Virtual Machine infrastructure and data center security for DSO and CSB.*
- Physical Server Hosting (Lisa Wayte -> Bob Mello) – Director or above – Jim Ennis
 - *Physical server hosting services include racking, cabling, start up, and reboot services.*
- Microsoft Azure (Matt Wattles -> Bob Mello) – Director or above – Jim Ennis
 - *Public cloud infrastructure and connectivity to Microsoft Azure from UCF.*
- Amazon Web Services (Tim Telkamp -> Bob Mello) – Director or above – Jim Ennis
 - *Public cloud infrastructure and connectivity to Amazon Web Services from UCF.*

Mass Communications and Emergency Notifications (Statuspage Abbr. = Mass Communications)

- ListServ (Karl Johnson -> Felicia Kendall) – Director or above – Jim Ennis
 - *Campus mailing list service.*
- SMTP (Sean Mulligan -> Lisa Isham) – Director or above – Mike Scruggs
 - *Used for sending e-mail over the Internet. Sends email and attachments for promotional campaigns, marketing, LEAP requests, NID password resets, UCF custom applications, eFORMs, helpdesk tickets, PeopleSoft, enterprise remote monitoring, etc.*

Conferencing and Telephones (Statuspage Abbr. = Conferencing & Telephones)

- Cisco IPT Phone System (Sean Mulligan -> Lisa Isham) – Director or above – Mike Scruggs
 - *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) – Director or above – Mike Scruggs
 - *UCF enterprise voice service which includes all Skype for Business desk phones/softphones, voice mail and response groups.*
- Teams Calling (Sean Mulligan -> Lisa Isham) – Director or above – Mike Scruggs
 - *UCF enterprise voice service which includes all Teams desktop phones and soft phones.*
- Cellular Service (James Graf -> Nicole Lloyd) – Director or above – Mike Scruggs
 - *A cellular network or mobile network is a communication network where the link to and from end nodes is wireless. These base stations provide the cell with the network coverage which can be used for transmission of voice, data, and other types of content.*

Identity and Access Management (Statuspage Abbr. = Identity & Access Management)

- Active Directory Domain Services (Statuspage Abbr. = Active Directory Domain) (Matt Wattles -> Bob Mello) – Director or above – Jim Ennis
 - *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 -> Matthew Fitzgerald) – Director or above – David Zambri
 - *Students, faculty, and staff use the UCF Federated Identity service to sign on to UCF services such as myUCF, Webcourses, etc.*
- Account Password Reset (Matthew Fitzgerald -> Matthew Fitzgerald) – Director or above – David Zambri
 - *Students, faculty, and staff can use this tool (<https://www.mynid.ucf.edu>) to reset their account's (NID, OID or DTC Atlas) password.*

Learning Management Systems

- Webcourses (Elisabeth Greenwood)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*

Research Admin Systems

- Huron Research Suite – Grants (Chad Macuszonok)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*
- Huron Research Suite – IRB (Chad Macuszonok)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*
- Huron Research Suite – IACUC (Chad Macuszonok)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*
- Huron Research Suite – Agreements (Chad Macuszonok)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*

Data, Reporting & Analytics

- Pegasus Mine Portal (PMP) (Michelle Parente)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*
- Reporting DB Service (RDS) (Michelle Parente)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*
- Insights Dashboards (Michelle Parente)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*
- Enterprise Guide (EG) (Michelle Parente)
 - *Non-UCF IT supported service. Department is leveraging Statuspage outside of Checklist process.*

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 - 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 D – STATUSPAGE ADMINISTRATION

UCF IT uses a shared account to manage all Components and Incidents (if ServiceNow is unavailable). 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).

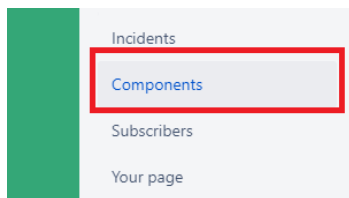
<https://manage.statuspage.io/login>

Username: ucfstatuspage@ucf.edu

PW: Secret Server access required

UCF IT > Communications > Shared Secrets > Service - Statuspage > Statuspage Login ☆

Component (Service) Guidelines and Procedures

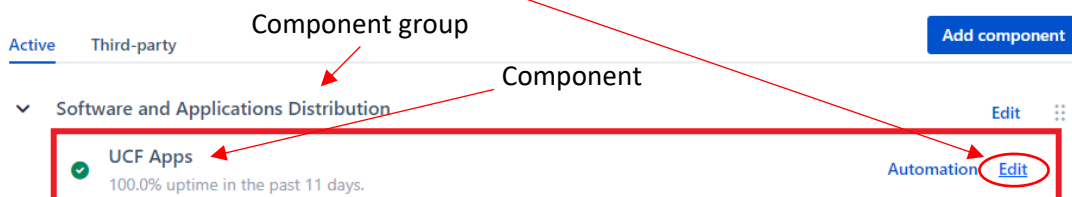


DO NOT add or delete any Components or Component groups. If Components need to be added or deleted, please reach out to Scott Baron (scott.baron@ucf.edu).

Editing Components

- Click Edit into your Service (Component)

Components



You are permitted to edit the Component name (25 character MAX) and Description if applicable including the support contact information.


Edit component

[Back to components](#)

Component name

UCF Apps

Status

 Operational

Description (optional)


UCF Apps is the campus virtual desktop and lab platform. For more information, visit <https://it.ucf.edu/ucf-apps>. For support, or if you have any questions, please contact the UCF Support Center @ 407-823-5117.

Give a helpful description of what this component does.

Component group

Software and Applications Distribution

Display uptime

Display the historical status of this component on my status page 

Component API ID

sc9byk897htb

You can use this ID to interact with this component via [the API](#).

**DO NOT toggle
"Display uptime"
historical status.**

Save component

Delete component

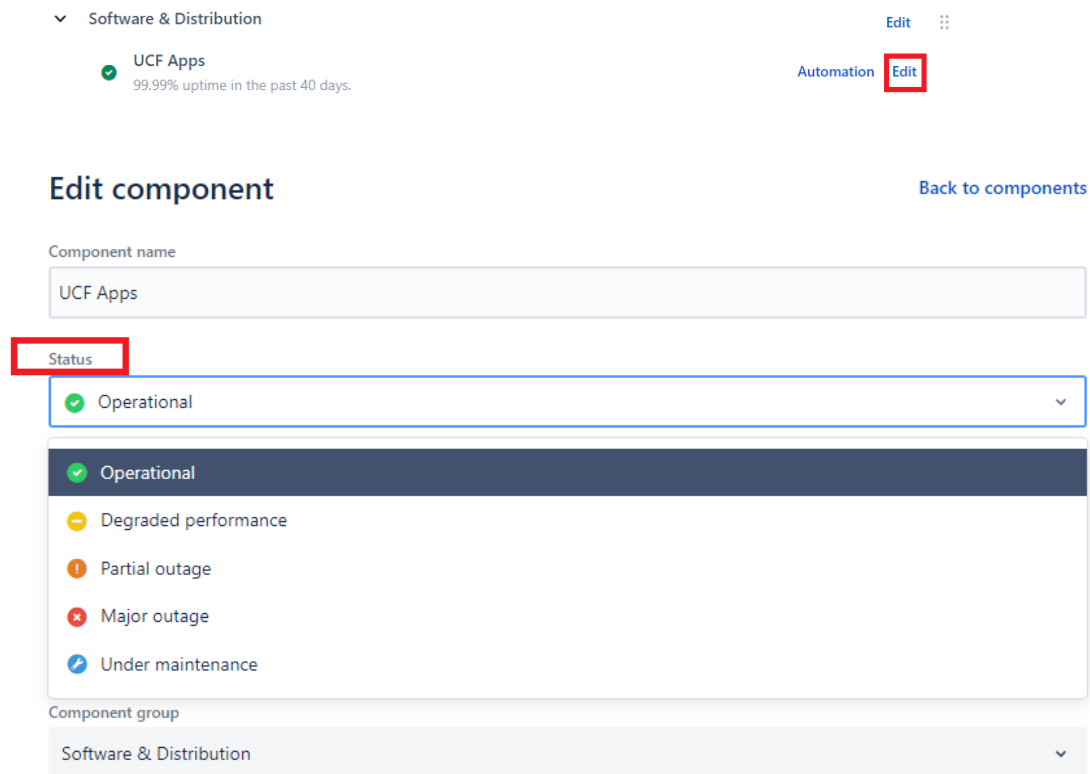
Master (Parent) Incident Guidelines and Procedures for Downstream Impacts

If an incident has downstream impacts on other Statuspage services being impacted, do not create problem record(s) for the other service(s) impacted.

For all impacted Service Owners, they will need to update the Component status within Statuspage and reach out to master (parent) incident service owner to inform them that their service is currently impacted and to include as part of their communications.

Once services are restored, the Service Owner will need to update the Component Status back to Operational.

Procedures to update Component Status



The screenshot shows the 'Edit component' page in Statuspage. At the top, a component card for 'UCF Apps' is shown with a green checkmark and '99.99% uptime in the past 40 days'. An 'Automation Edit' button is highlighted with a red box. Below this, the 'Edit component' form is displayed. The 'Component name' field contains 'UCF Apps'. The 'Status' dropdown menu is highlighted with a red box and is currently set to 'Operational'. The dropdown list shows five options: 'Operational' (selected), 'Degraded performance', 'Partial outage', 'Major outage', and 'Under maintenance'. The 'Component group' dropdown is set to 'Software & Distribution'.

Software & Distribution

UCF Apps
99.99% uptime in the past 40 days.

Automation **Edit**

Edit component

[Back to components](#)

Component name

UCF Apps

Status

Operational

Operational

Degraded performance

Partial outage

Major outage

Under maintenance

Component group

Software & Distribution