After Hours Support

Information Technology On-Call Operating Protocol for Emergencies

Adopted as of 5/2/14

A. BACKGROUND/PURPOSE:

The purpose of this operating protocol is to outline the responsibilities for emergency response for after-hours on-call services by Information Technology On-Call Managers (IT OCM).

Although "technology emergencies" by definition cannot be scheduled and planned, there still exists the potential to respond to these situations in a regular and systematic way. This document is the first step in identifying a systematic method of approaching "after hours" on-call services.

To address situations that might arise after normal business hours, an Information Technology "on-call" manager is assigned to be "on-call" to assist the SMC Info Desk to contact the appropriate IT personnel to respond to the technology emergency.

This operating protocol covers the proper authorization channels to be utilized by SMC Info Desk when emergency response and services are required after normal business hours including weekends and holidays.

B. DEFINITIONS

1. Information Technology On-Call Manager (OCM): The IT manager who is "on-call" will be able to be reached by the SMC Info Desk regardless of the day or hour through the IT on-call off-hours IT cell phone. The on-call manager will keep the SMC Info Desk appraised of alternative methods of contact in the event that the regular method for reaching the on-call manager is not available.

2. SMC Info Desk: Personnel located at the University Information Desk located in the Student Memorial Center (SMC) who receives calls regarding urgent or emergencies on campus, Monday through Sunday.

3. SMC Info Desk Communication Personnel: Individual(s) with access and the knowledge to post messages on the web pages and social media sites.

4. Emergency Service Calls:
   - These calls are received by the IT Technology Assistance Center (Help Desk) at the Boyer Building 717-871-7777 during normal business hours. The calls related to work that is urgent or an emergency and require immediate attention. During normal business hours, this work is assigned to IT personnel for immediate resolution.
   - After normal business hours the SMC Info Desk would receive these calls from campus customers and, in the case of an emergency situation would contact Information Technology OCM who will authorize and contact the appropriate IT technician to respond.

5. Urgent/Emergency Service Calls ("after hours"): Refer to Emergency Services (Section D below) for typical events. This document shall be utilized to assist the SMC Info Desk to identify items that require contacting the On Call IT Manager.

6. Information Technology Hours & Staffing:
   - The normal operating hours of Information Technology are Monday through Friday 7:00 AM to 5:00 PM. During these hours the Technology Assistance Center (Help Desk) has full-time staff.
   - The Technology Assistance Center (Help Desk) is staffed only by students Monday through Thursday 5:00 PM to 9:00 PM.
   - "After Hours" is after 9:00 PM.
   - Emergency services after hours will be handled using the Information Technology personnel on a "call in" basis as approved and facilitated by the designated Facilities On Call Manager.

7. On Call Calendar:
   - On-Call assignments will be rotated between designated IT Directors / Managers and outlined on a calendar kept in the Information Technology Office. The on call duty period extends from noon on Friday until noon the following Friday.
   - If an OCM is unable to serve as assigned, arrangements must be made to switch with another OCM.

C. RESPONSIBILITIES

1. Call Center/SMC Info Desk
   - Two students on duty – 24/7 coverage
   - Receives call-ins from campus locations of an "emergency" situation.
   - During after hours (after 9:00 PM) SMC Info Desk shall contact the IT OCM.
   - The On Call Manager and SMC Info Desk shall coordinate resolution.
   - If IT OCM cannot be reached, contact the AVP of Information Technologies, next the AVP of Information Support Services, and next the Director of System Support.
   - Contact SMC Info Desk Communication Personnel to post messages on appropriate web pages and social media sites.

2. Information Technology On-Call Manager
   - Respond to emergency notifications by SMC Info Desk from 9:00 PM to 7:00 AM.
   - Has authority to "call in" IT personnel, which may result in overtime.
   - Will contact outside vendor(s), if required to resolve a problem.
• May defer problem until regular business hours.
• May need to leave voice message at IT Help Desk (871-7777) to alert first shift IT Personnel for required support at 7:00 AM the next morning.
• Must follow-up with first shift IT directors and/or supervisors after an emergency call-out occurrence.
• Complete on-call report for each incident or call event and turn in to the AVP of Information Technologies in Boyer the following morning. Must document if outside service vendor was contacted to facilitate proper bookkeeping records.

D. EMERGENCY SERVICES

Items that typically that qualify for after-hours services include:

Wireless Connectivity
If entire floors of residential halls or buildings do not have wireless connectivity – contact Kevin Semrau or Bob Yantz

  Questions to ask –
  
  Has more than one person reported this outage?
  Are multiple buildings impacted?
  Can the SMC Info Desk personnel get on wireless?

Non-emergency services - do not quality for after hours support
• Only one individual cannot access wireless connectivity
• Connectivity is slow but not completely inaccessible

Locks/Keys/Doors
If exterior door locks will not secure or a card reader device fails resulting in extensive lock-outs – contact Joe Yourgal

  Questions to ask –
  
  Is more than one door affected?  More than one building?
  Is the card reader physically damaged?

Non-emergency services - do not quality for after hours support
• Student resident hall room – change lock, lost key
• Additional keys/inoperable keys where file keys or master keys are available
• Inner doors/non-residence hall areas – cannot secure
• Panic hardware inoperable
• Door Access - single card reader failure on a building with multiple readers on the perimeter

Email
If individuals cannot access email, contact Lynne Seamans or Stacey Conrad

  Questions to ask –
  
  Can you log into email through Outlook or mail application?
  Can you log into email through Outlook over the Web?
  Can you send and receive email?
  Has more than one person reported the problem?

Non-emergency services - do not quality for after hours support
• Only one person cannot access email
• One individual cannot send or receive email

Desire2Learn
If individuals cannot access the wiki login page, contact Mike Dulay

  Question to ask –
  
  Can you access the wiki login page?
  Do you get an error message when trying to login?

If wiki login page is available but cannot access D2L, contact Stephen Gadsby
Question to ask –

  Can you log into D2L?
  Do you get an error message when trying to login?

Non-emergency services - do not qualify for after hours support

  • Only one person cannot access Desire2Learn
  • One faculty member cannot access their course
  • Part of the course is not functioning properly

Telephone

If telephone services are not available for an entire building, contact Ralph Wagner or Ken Peters

  Questions to ask –
  
  Has more than one person reported the problem?
  Is more than one building affected?
  Can they receive phone calls?
  Can they place phone calls?
  Is the problem associated with voicemail?

Non-emergency services - do not qualify for after hours support

  • Only one person cannot use the telephone
  • Problem is associated with voicemail

Web Site

If Millersville University web site is not accessible contact Mike Dulay or Cong Nguyen.

  Questions to ask –
  
  Can you access the web site from off-campus?
  Has more than one person reported the problem?
  Can other web sites be accessed?

If no web sites at all can be accessed contact Bob Yantz or Kevin Semrau

Non-emergency services - do not qualify for after hours support

  • A broken link on a web page
  • A web page off the main MU web page is not accessible.

Cable TV

If entire floors or whole buildings do not have access to cable tv, contact Ken Peters or Tony Jackson

  Questions to ask –
  
  Has more than one person reported the problem?
  Is more than one room affected? More than one building?

Non-emergency services - do not qualify for after hours support

  • Only one person cannot use Cable TV
  • A few channels are off-line

IT Services for an event --

If you receive a call about IT services for an event

  Questions to ask –
  
  Is this event in the SMC? In Gordinier?
  Have they contacted Tech Ops – Mike Johnstone?

ATTACHMENT B
CONTACT LIST

On-call emergency after hours cell phone: 717-871-5912