POLICY NAME: Communication about Disruptions in ITU Services Policy

Effective Date: The policy will become effective as of the date of approval.

Policy Owner: Information Technology Unit

Policy Number: ITU-0001

Related Policies: None

Purpose: To provide the Mason community with the most timely and accurate information available about service outages that may disrupt its ability to perform its duties or provide services to its customers.

Scope: Administrative Policy Number ITU-0011 applies to all ITU Staff.

Policy Statement: This policy defines the roles and responsibilities of the Information Technology Unit (ITU) related to its operations and communication processes that increase its collective ability to provide members of the Mason community timely and useful information during outages, including its actions to investigate the root causes, find resolutions, and measures to prevent recurrences of problems.

Definitions:

Contributing Team: A team within the ITU that is responsible for day-to-day operations, service delivery, and the process of communicating information about these services to the university.
Outage: A disruption in service, an event that is not part of a standard operation of service that causes, or may cause disruption to, or reduction in, the quality of services and customer productivity.

Responsibilities:

The Director of Client Relations is responsible for the implementation and monitoring of the policy and the process to support it. Directors of Contributing Teams are responsible for the incorporation of operational routines, the implementation of underpinning procedures, and ensure the sharing of updates to underpinning procedures with other contributing teams.

All ITU contributing teams shall develop operational routines, create and maintain underpinning procedures, and share procedural updates with the other process contributing teams.

Compliance:

All ITU staff involved in the investigation of outages and the process of the communication of information about outages shall comply with this policy, as well as the processes and procedures to enable it.

Implementation Process:

CROLA-0001: Unexpected Service Disruption and After Action Communication Process document defines the process and identifies the detailed procedures that facilitate the implementation of this policy. The process and procedure documents are located at http://tsd.gmu.edu/policies/olas.cfm.
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