Unpinning Procedures for CROLA-0001: Unexpected Service Disruption and After Action Communication Process (Updated 7/17/14)
# OPERATIONAL LEVEL AGREEMENT

## TABLE OF CONTENTS

1. **Underpinning Procedures** ................................................................................................................. 3

1.1 SC0014: IT Services Alert (Updated 2/19/14) ......................................................................................... 3

1.2 DC0001: IT Service After Hour Alert Procedures for Aquia Data Center ........................................... 8

1.3 NET-A0049: Unexpected Service Disruption Communications and After Action Report Procedure (updated 06/04/14) ........................................................................................................ 13

1.4 DAS-OLA-001 Procedure (Effective 7/17/14) ......................................................................................... 15

1.5 LSSXXX Procedure .............................................................................................................................. 18

1.6 C&LTXXX Procedure ............................................................................................................................ 19

1.7 EMS Procedure (5/15/14) ..................................................................................................................... 20
1. Underpinning Procedures

1.1 SC0014: IT Services Alert (Updated 2/19/14)

SC0014: IT SERVICES ALERT PROCEDURES for ITU Support Center

Overview

The IT Services’ Add an Alert and Manage Alerts web pages were developed for use by authorized groups within the ITU to notify the Mason community about unplanned outages or other important ITU events.

This procedure should be used when an ITU Alert is needed to notify the Mason community of an outage. The ITU Alerts are posted to the IT Services web site with an option to send an e-mail to a distribution list consisting of technical staff and members of the Mason community that have requested to be notified of the aforementioned events. To avoid excessive e-mail messages, discretion should be used when sending an ITU Alert.

Identify the Need to Send and ITU Alert Base on a Service Disruption

1. When an ITU service is unexpectedly disrupted it is referred to as an unplanned outage. The ITU Support Center is usually made aware of the outage in one of the following ways:
   - a customer reports the problem
   - a monitoring tool reports the problem
   - the ITU team responsible for the affected service reports the problem
   - an ITU Support Center team member experiences the problem

2. When the outage is reported by the customer, the ITU Support Center should contact the appropriate team (i.e. Networking, Systems, E-mail) using their hotline phone number to find out information about the outage and request verbiage be sent to itualert@gmu.edu. If the ITU Support Center was unsuccessful in contacting the appropriate team, the Data Center will try to locate someone to get information so an alert can be sent to the Mason community.

3. After confirming the outage with the appropriate group, the ITU Support Center should contact the Data Center to notify them of the outage.

4. Based on the information that has been sent, the ITU Support Center will assess the impact of the outage based on the following criteria:

<table>
<thead>
<tr>
<th>LEVEL OF OUTAGE</th>
<th>CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIGH IMPACT</td>
<td>Major ITU services are unavailable at multiple locations. For</td>
</tr>
</tbody>
</table>
(very disruptive and impacting many customers) example:
- Loss of data or voice service on one campus, multiple campuses, or multiple buildings
- Loss of a primary Internet link
- Failure of the communications path to Banner or other critical administrative systems
- Communications failures that would disrupt major events or programs at the university
- Failures that disrupt Mason Police Department communications or otherwise endanger public safety
- Entire university-wide applications such as e-mail or Banner are unavailable

**MEDIUM IMPACT** (very disruptive but impacting fewer customers)

Some ITU services are unavailable impacting departmental services or functions. For example:
- Loss of data or voice service for a single department or building
- Loss of cable TV service to one or more residence hall buildings

**LOW IMPACT** (disruptive but impacting a small number of customers)

All other outages not identified above

5. If a **HIGH** or **MEDIUM** Impact outage is expected to last more than 30 minutes, an ITU Alert should be posted/e-mailed within 15 minutes indicating there is an outage.
6. If the outage is expected to last less than 30 minutes, then the ITU Alert should be posted/e-mailed after the issue is resolved to avoid multiple messages being sent in a short period of time.
7. If a **LOW** Impact outage is occurring, the ITU Alert should be posted as to not disrupt the majority of the Mason community but still notify about the outage.
8. If the outage is impacting the entire university and is expected to last for an extended period of time, the issue should be escalated to appropriate ITU management after the ITU Alert has been posted/e-mailed.
9. As much of the following information should be included in the verbiage about the outage:
   - What service is disrupted (i.e. network, server, application, etc.)
   - What the issue/behavior looks like (i.e. slowness; not able to access; etc.)
   - Who is impacted (i.e. department, building, campus, etc.), if known
   - When will service be restored, if known

**Sending an ITU Alert Based on a Request**

1. The person monitoring **support@gmu.edu** for the day will forward all alert requests to **itualert@gmu.edu** and then send a Jabber message notifying the Alert team of the request.
The person monitoring support@gmu.edu will also send an e-mail reply for all alerts received that future alerts should be sent to itualert@gmu.edu.

2. If an ITU manager or technician requests an ITU Alert, then the ITU Alert should be posted/e-mailed based on the impact chart above. The message should be reviewed and edited as described below.

Logging into IT Services’ Add an Alert and Manage Alerts Web Pages

1. Navigate to one of the following web pages:
   - **Add an Alert**: https://itservicesauth.gmu.edu/alerts/add-alert.cfm
   - **Manage Alerts**: https://itservicesauth.gmu.edu/alerts/manage-alerts.cfm

2. Log in using your NetID and Password.

3. Specific instructions for using the ITU Alerts web pages can be found at M:\shared\sc.support\Instructions\ITU Alerts\IT Services Alert – Instructions v1.0.docx.

Reviewing verbiage for an ITU Alert

1. When a request for an ITU Alert is sent to itualert@gmu.edu, it needs to be reviewed for spelling, grammar, formatting, and jargon. The message should be clear, concise, and understandable by a non-IT person.

2. If the request is sent after the event has taken place, the text of the message should reflect the appropriate tense (i.e. has happened vs. will happen).

3. Only the ITU Alert signature line should be included in the ITU Alert.

4. The IT Services Add an Alert and Manage Alerts web page form does not have a spellchecker. Be sure to spell check the information prior to submitting the alert. Use the ‘Clean Word-Markup’ button prior to submitting the alert to prevent other changes to the IT Services page by formatting that Microsoft Word adds to the document.

5. ITU Alerts should not include active links.

Updating an ITU Alert

1. When the outage lasts for more than four hours, an update message should be sent with the current status, including:
   - Cause or source of the issue, if known
   - What is being done
   - When service is expected to be restored, if known

2. To avoid confusion, do not change the name of alert or outage field (e-mail Subject line). Only change the Status of alert/outage field to updated and “Update: “will automatically be added to the start of the Subject line.

3. If multiple updates must be sent, the previously entered text in the Update alert/outage description text box will be replaced with the new update message text. The Updated alert/outage date/time field will also need to be adjusted accordingly.

4. If possible, only one update should be sent each day to avoid excessive e-mail messages.
5. When an “Update” ITU Alert is sent, the original ITU Alert and any previous updates are automatically archived to avoid confusion with multiple posts containing similar information.

Completing an ITU Alert

1. When the issue is resolved, an ITU Alert should be posted/e-mailed (depending on the impact) with the final status, including:
   - Description of the problem
   - How it was fixed
   - Who was impacted (i.e. building, campus, all campuses, etc.)
   - If additional work will be done, explanation of when and the impact (i.e. weekend maintenance to replace a part, etc.)

2. To avoid confusion, do not change the Name of alert or outage field (e-mail Subject line). Only change the Status of alert/outage field to resolved and “Resolved: “will automatically be added to the start of the Subject line.

3. If the resolved issue involves a Low Impact outage or an outage that is expected to last less than 30 minutes (see section above), a new ITU Alert will need to be sent with resolved selected next to Status of alert/outage. Initially post it as a new alert then you can post/e-mail the resolved alert.

4. When the “Resolved” ITU Alert is posted/e-mailed, the original ITU Alert and any updates are automatically archived to avoid confusion with multiple posts containing similar information.

5. For every unplanned outage, there must be a resolved ITU Alert. As mentioned above, for LOW Impact outages, the resolved ITU Alert may be the only one.

Exceptions

When the IT Services’ Add an Alert and Manage Alerts web pages are unavailable but an alert needs to be sent, the message can be e-mailed from itualert@gmu.edu to the ITU-ALERTS-L@mail04.gmu.edu listserv. Be sure to include the following:

- The Subject Line should begin with the appropriate heading,
  - ITU ALERT: {Title of Alert}
  - UPDATED ITU ALERT: {Title of Alert}
  - RESOLVED ITU ALERT: {Title of Alert}

- The Title of the Alert should remain the same in each message about the outage

- In the message,
  - The first line should be an exact repeat of the entire Subject Line
  - The second line should be the date and time (example: January 14, 2014 4:00 PM)
  - Leave a blank line, then enter the alert information
• The Signature Line should include the following:

Insert Your Name Here
________________________________________

ITU Support Center
(703) 993-8870
________________________________________


NOTE: Never give out your Patriot Pass Password, or any other personal information via e-mail. We will never ask you for this information in an e-mail. If you are unsure, please contact the ITU Support Center.

To be added to the ITU Alerts listserv, send an e-mail to itualert@gmu.edu.

When the IT Services’ Add an Alert and Manage Alerts web pages are available, the message should be posted to the site.
Overview

The IT Services’ Add an Alert and Manage Alerts web pages were developed for use by authorized groups within the ITU to notify the Mason community about unplanned outages or other important ITU events. All ITU service team members are authorized to request that an after hour ITU alert be sent. All after hour ITU alert requests should be emailed to itualert@gmu.edu.

This procedure should be used when an ITU Alert is needed after hours to notify the Mason community of an outage. After hours is M-F 5pm -8am, weekends and holidays. The ITU Alerts are posted to the IT Services web site with an option to send an e-mail to a distribution list consisting of technical staff and members of the Mason community that have requested to be notified of the aforementioned events. To avoid excessive e-mail messages, discretion should be used when sending an ITU Alert.

Identify the Need to Send an ITU Alert After Hours is Based on a Service Disruption

1. When an ITU service is unexpectedly disrupted it is referred to as an unplanned outage. The ITU Aquia Data Center is usually made aware of the outage in one of the following ways:
   - a customer reports the problem
   - a monitoring tool reports the problem
   - ITU service team responsible for the affected service reports the problem

2. When the customer reports an outage, the ITU Data Center should contact the appropriate service team (i.e. Networking, Systems, E-mail) using Emergency Contact List (ECL) to report the outage, and request verbiage be sent to itualert@gmu.edu. If the ITU Data Center was unsuccessful in contacting the appropriate team, the Data Center will escalate issue to the mangers/director of the group. If no one responds within 15 minutes, Ops staff reserves the right to send a generic message announcing the outage.

3. Based on the information that has been sent, the ITU Data Center will assess the impact of the outage based on the following criteria:

<table>
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<tr>
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<th>CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HIGH IMPACT</strong></td>
<td>Major ITU services are unavailable at multiple locations. For</td>
</tr>
</tbody>
</table>
### Operational Level Agreement - CROLA-0001 Underpinning Addendums

- **(very disruptive and impacting many customers)**
  - example:
    - Loss of data or voice service on one campus, multiple campuses, or multiple buildings
    - Loss of a primary Internet link
    - Failure of the communications path to Banner or other critical administrative systems
    - Communications failures that would disrupt major events or programs at the university
    - Failures that disrupt Mason Police Department communications or otherwise endanger public safety
    - Entire university-wide applications such as e-mail or Banner are unavailable

- **MEDIUM IMPACT**
  - (very disruptive but impacting fewer customers)
  - Some ITU services are unavailable impacting departmental services or functions. For example:
    - Loss of data or voice service for a single department or building
    - Loss of cable TV service to one or more residence hall buildings

- **LOW IMPACT**
  - (disruptive but impacting a small number of customers)
  - All other outages not identified above

4. If a **HIGH** or **MEDIUM** Impact outage is expected to last more than 30 minutes, an ITU Alert should be posted/e-mailed within 15 minutes indicating there is an outage.

5. If the outage is expected to last less than 30 minutes, then the ITU Alert should be posted/e-mailed after the issue is resolved to avoid multiple messages being sent in a short period of time.

6. If a **LOW** Impact outage is occurring, the ITU Alert should be posted to not disrupt the majority of the Mason community but still notify about the outage.

7. If the outage is impacting the entire university and is expected to last for an extended period of time, the issue should be escalated to appropriate ITU management after the ITU Alert has been posted/e-mailed.

8. As much of the following information should be included in the email ITU alert request about the outage:
   - What service is disrupted (i.e. network, server, application, etc.)
   - What the issue/behavior looks like (i.e. slowness; not able to access; etc.)
   - Who is impacted (i.e. department, building, campus, etc.), if known
   - When will service be restored, if known

### Sending an ITU Alert Based on a Request
All shifts will monitor itualert@gmu.edu and will take action on all alert requests and post/e-mail alert message within 15 minutes of receipt, unless additional editing is required. The person monitoring itualert@gmu.edu will also send an e-mail reply for all alerts received to the requestor notifying them that the alert has been post/send. After the alert request has been posted moved to the ITU Alert/Sent Alerts folder. If an ITU manager or technician requests an ITU Alert, then the ITU Alert should be posted/e-mailed based on the impact chart above. The message should be reviewed and edited as described below.

**Logging into IT Services’ Add an Alert and Manage Alerts Web Pages**

1. Navigate to one of the following web pages:
   - **Add an Alert**: https://itservicesauth.gmu.edu/alerts/add-alert.cfm
   - **Manage Alerts**: https://itservicesauth.gmu.edu/alerts/manage-alerts.cfm
2. Log in using your NetID and Password.
3. Specific instructions for using the ITU Alerts web pages can be found at M:\shared\sc.support\Instructions\ITU Alerts\IT Services Alert – Instructions v1.0.docx.

**Reviewing verbiage for an ITU Alert**

1. When a request for an ITU Alert is sent to itualert@gmu.edu, it needs to be reviewed for spelling, grammar, formatting, and jargon. The message should be clear, concise, and understandable by a non-IT person.
2. If the request is sent after the event has taken place, the text of the message should reflect the appropriate tense (i.e. has happened vs. will happen).
3. Only the ITU Alert signature line should be included in the ITU Alert.
4. The IT Services Add an Alert and Manage Alerts web page form does not have a spellchecker. Be sure to spell check the information prior to submitting the alert. Use the ‘Clean Word-Markup’ button prior to submitting the alert to prevent other changes to the IT Services page by formatting that Microsoft Word adds to the document.
5. ITU Alerts should not include active links.

**Updating an ITU Alert**

1. When the outage lasts for more than four hours, an update message should be sent with the current status, including:
   - Cause or source of the issue, if known
   - What is being done
   - When service is expected to be restored, if known
2. To avoid confusion, do not change the name of alert or outage field (e-mail Subject line). Only change the Status of alert/outage field to **updated** and “Update: “will automatically be added to the start of the Subject line.
3. If multiple updates must be sent, the previously entered text in the Update alert/outage description text box will be replaced with the new update message text. The Updated alert/outage date/time field will also need to be adjusted accordingly.
4. If possible, only one update should be sent each day to avoid excessive e-mail messages.
5. When an “Update” ITU Alert is sent, the original ITU Alert and any previous updates are automatically archived to avoid confusion with multiple posts containing similar information.

**Completing an ITU Alert**

1. When the issue is resolved, an ITU Alert should be posted/e-mailed (depending on the impact) with the final status, including:
   - Description of the problem
   - How it was fixed
   - Who was impacted (i.e. building, campus, all campuses, etc.)
   - If additional work will be done, explanation of when and the impact (i.e. weekend maintenance to replace a part, etc.)
2. To avoid confusion, do not change the Name of alert or outage field (e-mail Subject line). Only change the **Status of alert/outage** field to **resolved** and “Resolved: “will automatically be added to the start of the Subject line.
3. If the resolved issue involves a Low Impact outage or an outage that is expected to last less than 30 minutes (see section above), a new ITU Alert will need to be sent with **resolved** selected next to **Status of alert/outage**. Initially post it as a new alert then you can post/e-mail the **resolved alert**.
4. When the “Resolved” ITU Alert is posted/e-mailed, the original ITU Alert and any updates are automatically archived to avoid confusion with multiple posts containing similar information.
5. For every unplanned outage, there must be a **resolved** ITU Alert. As mentioned above, for **LOW** Impact outages, the resolved ITU Alert may be the only one.

**Exceptions**

When the IT Services’ **Add an Alert** and **Manage Alerts** web pages are unavailable but an alert needs to be sent, the message can be e-mailed from itualert@gmu.edu to the **ITU-ALERTS-L@mail04.gmu.edu** listserv. Be sure to include the following:

- The Subject Line should begin with the appropriate heading,
  - ITU ALERT: {Title of Alert}
  - UPDATED ITU ALERT: {Title of Alert}
  - RESOLVED ITU ALERT: {Title of Alert}
- The Title of the Alert should remain the same in each message about the outage
- In the message,
The first line should be an exact repeat of the entire Subject Line
The second line should be the date and time (example: January 14, 2014 4:00 PM)
Leave a blank line, then enter the alert information

• The Signature Line should include the following:

Insert Your Name Here
________________________________________
ITU Data Center
(703) 993-3355
________________________________________


NOTE: Never give out your Patriot Pass Password, or any other personal information via e-mail. We will never ask you for this information in an e-mail. If you are unsure, please contact the ITU Support Center.

To be added to the ITU Alerts listserv, send an e-mail to itualert@gmu.edu.

When the IT Services' Add an Alert and Manage Alerts web pages are available, the message should be posted to the site.
1.3 NET-A0049: Unexpected Service Disruption Communications and After Action Report Procedure (updated 06/04/14)

NET-A0049: Unexpected Service Disruption Communications and After Action Report Procedure (06/04/2014)

1. The Technical Services Team Communications Liaison (CL) for NET sends an ITU Alert, Progress Alert, and All Clear message with copies to the USDC email list (usdc-l@listserv.gmu.edu) in all cases when a service disruption is in progress.

2. During business hours, 8:00 to 17:00, the Technical Services Team CL sends an ITU Alert, Progress Alert, and All Clear message with copies to the USDC email list (usdc-l@listserv.gmu.edu) when a service disruption is in progress. Each message is accompanied by a telephone call to the Support Center.

3. After business hours, the Technical Services Team CL sends an ITU Alert, Progress Alert, and All Clear message with copies to the USDC email list (usdc-l@listserv.gmu.edu) when a service disruption is in progress. Each message is accompanied by a telephone call to Datacenter Operations.

4. The called party (Support Center or Datacenter Operations) is responsible for sending/posting the alerts.

5. Alerts will be sent as email unless requested by the Technical Services Team (the calling party).

Both during and outside business hours, the Technical Services Communications Liaison for NET is (in order of reachability):

- The first responder’s functional manager
- Manager, Network Operations
- Manager, Network Engineering
- Director, Network Engineering and Technology

As a separate procedure, the Technical Services Team CL will provide an After Action Report to Client Relations. From the technical information provided, CR will create an After Action Report that will post on a web page linked from the Alerts and Outages web page.

**After Action Report Definition:** An After Action Report is a public message that the ITU Technical Services Team sends to provide background and context information for the user community around an Unexpected Service Disruption or an Urgent/Emergency Change. The message should be non-technical in presentation and should be crafted to promote customer confidence in and goodwill toward the Information Technology Unit. After Action Reports are the communication artifacts that stand as the permanent record for the incident. As such, they should be thoroughly reviewed for propriety of content before being sent. To ensure
appropriate crafting and review of the message, they should be sent during business hours, no earlier than the business day following the incident.

- For each SDE incident, the Technical Services Team CL prepares an Incident Evaluation and Closure Report* with the following data elements and sends to Client Relations via email.
- Client Relations formats the data into an After Action Report for the web and posts it to the Support Center web site at https://itservices.gmu.edu/alerts/afterActionReports/
1.4 DAS-OLA-001 Procedure (Effective 7/17/14)

- DAS staff will use procedures for submitting and managing alerts as indicated in SC0014 of this document unless the unexpected service disruption falls into one of the categories listed under **Exceptions** in this DAS procedure.

- The Communications Liaison (CL) is the DAS staff person (DBA, Data Mart support, CMS support or Administrative Applications) that is handling a given problem or issue. This person will escalate to his or her manager if necessary.

- The appropriate DAS person will be contacted by the ITU Support Center or the Data Center based on the ITU Contact Order Call List and established monitoring procedures (Sitescope and/or client contact). Applicable DAS departments on this call list are Database Support, Data Mart support and CMS support. The DAS person handling the problem may need to forward the problem to ES&M or Network Engineering if resolution of the problem falls in one of those areas.

- DAS staff is also notified of issues and problems through Serena Business Manager (SBM Team Track) and SDE.

- After Action Reports will be managed using the following instructions provided by ITU Client Relations:

- **Exceptions**

  **DBA group exceptions:**

  1) To avoid confusion among the user population, service disruptions affecting non-production DAS DBA group supported systems will not be posted to ITU alerts or on the outages web page. Specific listservs and existing channels will be used to notify the affected users. Communication examples include the PCS listserv and direct emails.

  2) If a DAS DBA group supported application has its own OLA/SLA that specifies how notifications of outages are handled, that agreement takes precedence over the ITU SC0014 policy.
     a. UC4 (Automic, AppWorx)

  3) If a DAS DBA group supported service disruption affects only an application that has a small defined user population during regular business hours, the communications liaison will send the alerts and follow-up emails to that user population, via an existing listserv or direct email and post the outage information on the outages page. The communications liaison will post notices concerning production service disruptions that occur outside of regular business hours to the outages page only if the outage still exists at the start of the next business day. The process for providing an after action report will still be followed.
     a. Applications managed by the Database Support group that fall in this category are:
        i. SBM (Serena Business Manager)
        ii. Data Transfer 6 (Nolij)
        iii. fsaAtlas
        iv. Robo Registrar
v. Coeus
vi. Apex
vii. Riverbed APM (Opnet)
viii. Pinnacle Telecom application
ix. GMU2 de-centralized applications

DM group exceptions:
The Datamart-L listserv group has 1669 users that have active accounts in EDWP datamart database and have the appropriate/approved database role grants to be operational with our data marts. It is updated on a monthly basis. This listserv is used for all of our communications with the users of Mason data marts. Communications are also handled through the MicroStrategy-L listserv group for MSTR (Microstrategy) user community (this will become the main listserv for DataMart communications after the migration from Discoverer to Microstrategy is completed. All communications of outages will contain usdc-l as a recipient.

Web Application group exceptions:
The CommonSpot Authoring service is used by a very limited user group and communications will be handled using email list CMS-USERS-L@metis3.gmu.edu. Users outside of this email group will neither be impacted nor notice any effect due to a CommonSpot authoring outage. The CommonSpot publishing service is a critical service affecting all users of CMS website and will continue to follow the DAS OLA.

After Action Report (AAR) Management and Distribution

Timing:
ITU service teams should e-mail a copy of the Incident Evaluation Closure Report or an explanation of why a report cannot be provided to Client Relations within two days of resolution of the associated service disruption.

AAR Distribution:
Client Relations will post AARs within one business day of their receipt from service teams.

Posting of the Report:
Client Relations will format the data for the web and post it to the Support Center web site at https://itservices.gmu.edu/alerts/afterActionReports/

AfterAction Report Elements Needed
Date of the Incident
Duration of the Incident
Title as the incident appears or will appear in SDE
SDE and/or SBM Reference Number, if applicable
RFC Reference Number, if applicable

Description
- Initial Symptoms
- Impact to Mason

Root Cause Analysis
- Cause
- Resolution
- Prevention
1.5 LSSXXX Procedure

This is a placeholder for the LSS procedure.
1.6 C&LTXXX Procedure

This is a placeholder for the C&LT procedure.
1.7 EMS Procedure (5/15/14)

- ESM staff will use procedures for submitting and managing alerts as indicated in SC0014/DC0001 of this document. Service teams should email itualert@gmu.edu to request alert for a service disruption and an email to USDC-1@metis.gmu.edu.

**Example Generic Message:**
We are currently experiencing a disruption in services affecting XXXXXXX. ITU technical staff are actively working to resolve this issue and will provide further updates as they become available.

- The Communications Liaison (CL) is the ESM staff person (EAS, EM, SE, SSG) that is handling a given problem or issue. This person will escalate to his or her manager if necessary.
- The appropriate ESM staff person will be contacted by the ITU Support Center or the Data Center based on the ITU Contact Order Call List and established monitoring procedures (Sitescope and/or client contact).
- The ESM person handling the problem may need to forward the problem to another service owner if resolution of the problem falls into one of those areas.
- Alerts for departmental applications will be not be used unless determined necessary by those service owners.
- Alerts for cloud hosted services will be provided once confirmed by the service provider and may require more than 2 days to receive AAR details from the vendor.
- After Action Reports will be managed using the following instructions provided by ITU Client Relations:

**After Action Report (AAR) Management and Distribution**

- **Timing:** ITU service teams should e-mail a copy of the Incident Evaluation Closure Report or an explanation of why a report cannot be provided to Client Relations within two days of resolution of the associated service disruption.
- **AAR Distribution:** Client Relations will post AARs within one business day of their receipt from service teams.
- **Posting of the Report:** Client Relations will format the data for the web and post it to the Support Center web site at https://itservicesauth.gmu.edu/alerts/afterActionReports/
- **IEC Reports should include the following:**
  - Initial symptoms:
  - Duration:
  - Impact to Mason:
  - Affected Services:
  - Cause:
  - Resolution:
  - Prevention:
SDE ticket number: if applicable
RFC number: if applicable