Incident Communication Plan

Background

Technology Services (TS) needs the ability to communicate to a broad audience on a number of topics with some frequency. Those topics range in scope but are typically centered around impacts to services provided by TS. Because it can be difficult to determine who needs to see which messages within a large and diverse population of technology users, the purpose of this plan is to provide a means of mass communication that is intended for a broad audience but is also filterable, sortable, and easily understood to be most effective while consuming the least amount of the readers' time.

Method

A listserv has been established for TS incident communication – tscommunications@pugetsound.edu. Users may opt in to receive these communications and once opted in, a user may also unsubscribe. TS recommends that each department have, at minimum, two individuals that are subscribed to the list, though there is no limitation on how many people or groups can subscribe to the list.

To opt in to TScommunications:

1. Navigate to https://mailweb.pugetsound.edu/mailman/listinfo
2. Locate TScommunications from the list and click on the name.
3. Fill out the information in the "Subscribing to TScommunications" section.

Intent

Understanding that not all subscribers will need to concern themselves with each announcement that comes from the listserv, our intent with the TScommunications list is to provide messages that clearly and easily:

- Identify the system referenced
- Are sortable within an email client
- Are searchable within an email client
- Are in a standardized format for easy readability
- Provide all the critical information necessary
- Are formatted to allow for simple Outlook client rule creation

Communications

To meet our intentions and to ensure that the reader has a way to glean information they need as quickly as possible, each email sent via TScommunications will use the following standard.

Message Subject. {System} <Issue Description> <Date> <Time range>

The field SYSTEM will reference a technology topic and service from the Critical Services List (see attached)[1].

Message Body.

SYSTEM(S) IMPACTED: <System derived from Critical Services List>

DATE(s) of IMPACT: <Estimated time and dates of impact. If ongoing and unplanned, an estimated time to resolution.>

- SYSTEM(S) IMPACTED: <Derived from Critical Services List>
- DATE(s) of IMPACT: <Estimated time and dates of impact. If ongoing and unplanned, an estimated time to resolution.>
- REASON FOR IMPACT: <A brief description of the reason for the impact. If unplanned, a synopsis of the known or suspected cause.>
- ADDITIONAL INFORMATION: <Any additional information that is helpful to understand the impact, next steps, etc.>

< Standard information about the TS communication process including instructions on how to reply, unsubscribe, or obtain further information including a link to the most recent copies of this communications plan and the critical services list.>

An example of a TScommunications email would be:
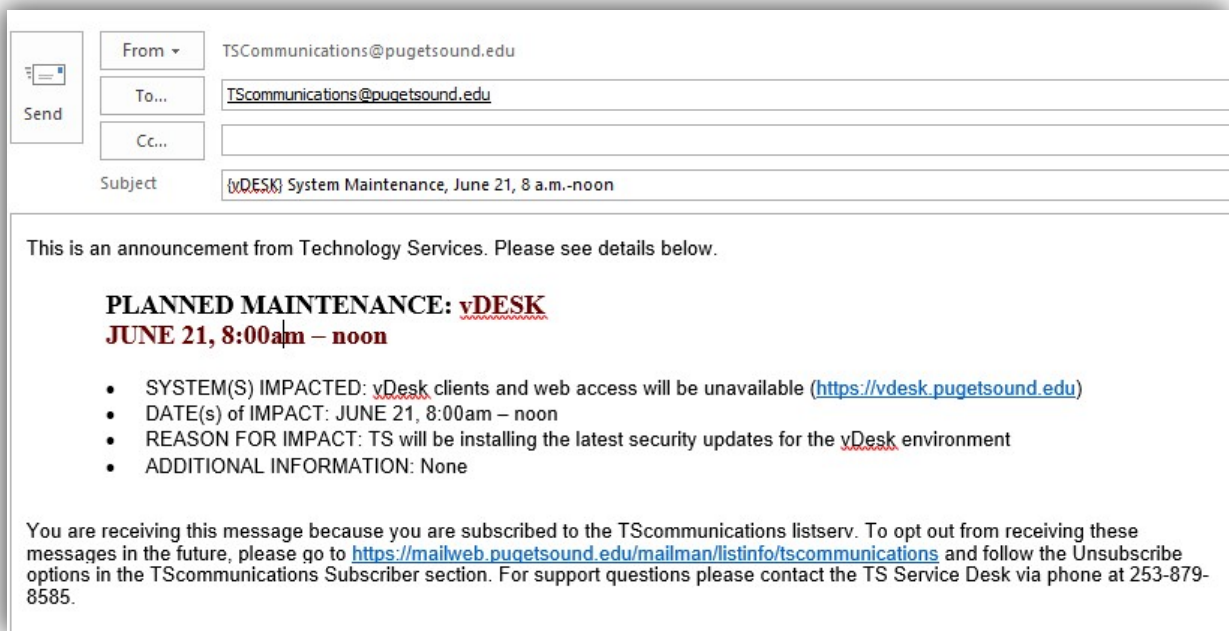
Exceptions and Modifications

TS will use this listserv for all outages when possible. Exceptions to this would be when email is non-functional or when a catastrophic failure of networking and services on campus precludes the ability to send an email. In events such as this, TS will work with the Office of Communications to update the university's web presence, Twitter feeds, and Facebook statuses based on availability.

As this plan is executed and we receive feedback on how we can make our incident communications more effective or useful, TS will update and provide current versions of our Incident Communication Plan and Critical Services List.

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[1] The Critical Services List is maintained by Technology Services and can be updated at any time. Please contact either the Chief Information Officer or a Deputy Chief Information Officer to obtain the most recent list.