Loyalsock Township School District

Network Outage Procedures

SCOPE

The purpose of this policy is to determine appropriate operating procedures for handling system outages impacting users within Loyalsock Township School District.

A system outage is defined as multiple users being unable to use a piece of hardware, software, or system either wired or wireless in any building due to network connectivity.

System outages will be broken into two areas: planned outages and emergency outages. Planned outages are known about ahead of time and scheduled. These are typically used for upgrades or routine maintenance. Emergency outages are not known ahead of time and typically the result of some type of system failure or power outage.

PROCESS - EMERGENCY OUTAGES

The following people will be notified immediately during an emergency outage:

All Administrative personnel will be notified via e-mail if available or phone call to advise of the outage and provide an initial update as to the cause/action plan if known at the time.

Faculty will be notified via building announcements through the main office. Building principals will be responsible for making building announcements.

In the event that the outage is after hours, the network administrator will send out all administrative notifications.

During normal school hours the Director of Technology will be advised by the Network Administrator of the outage and initial actions upon notification of emergency outage. The Technology Director will then notify all administrative personnel through process described above. In the event that the Director of Technology is not available or out of the district, the Network Administrator will make all notifications to the administrative team as described.

The Network Administrator will advise the Director of Technology as needed through the outage, but no less than hourly, so as to update the administrative team.

All district members will be notified upon conclusion of the outage.

PROCESS - PLANNED OUTAGES

Every effort should be made to plan and schedule known outages at least one week in advance. This will allow proper discussion and planning regarding the outage, its effects, and coverage requirements.

Technology staff should know about and discuss each outage before dates and times are finalized. The responsibility lies with the Network Administrator to ensure no impact on the district.

Every effort should be made to not impact daily district business. Downtime for student centered services should be avoided unless absolutely necessary. Major implementations or system work should be scheduled during summer months or holiday breaks.

Notification of planned outages will initially come from the Director of Technology to administrative staff in one week in advance of the planned outage with outage date, time, and expected duration. The Network Administrator will send a reminder one hour prior to the outage and when the outage has concluded. The exception to this process is if the outage is taking longer than expected and may impact daily operations the following school day. If this should occur, we will begin hourly notifications as described in the emergency procedures section.