

## TAB K – INFORMATION SYSTEMS FAILURE

### I. Definition of the Event

This tab deals with failure of an information or telecommunications system. There are many information systems in use at RMU. Systems are categorized as follows:

- Priority I: Systems that impact the operations of the entire University
- Priority II: Systems that impact teaching and learning
- Priority III: Systems that impact more than one department
- Priority IV: All other systems

Systems and failure scenarios are enumerated in the IT Emergency Response Plan

### II. Scope of Potential Impact

In the ITERP IT system problems are categorized as Incidents or Disasters. Incidents are generally local in nature or limited in impact. Disasters represent major disruption to ongoing business processes in the University. IT Customer Service will serve as the communications coordinator during all events. IT Technical Services and IT

### III. Required Actions

Note: This section will be divided into Short-term and Long-term actions. Further, it will ask you to consider both on- and off-campus actions that must occur to resolve the problem. And you will be asked to identify any backup procedures or systems that will be brought into play in the event the problem persists beyond a short-term duration.

- A. **Identify Generic Actions.** All information system issues should be reported to IT Customer Service Help Desk (412-397-2211). Corrective action will be taken in accordance with the ITERP.
- B. **Identify Short-term Actions (0-4 hours).** Appropriate actions are dependent on the system(s) affected. Where appropriate, procedures for responding to specific scenarios are documented in the ITERP.
- C. **Identify Intermediate-term Actions (4 – 12 hours).** Appropriate actions are dependent on the system(s) affected. Where appropriate, procedures for responding to specific scenarios are documented in the ITERP.
- D. **Identify Long-term Actions (>12 hours).** Appropriate actions are dependent on the system(s) affected. Where appropriate, procedures for responding to specific

## IV. Reporting

- A. **Identify Initial Reporting Channels (within 1 hour).** Incidents affecting information system availability are communicated according to the procedures defined in the ITERP.
- B. **Identify Recurring Reporting Channels (1 – 6 hours).** Incidents affecting information system availability are communicated according to the procedures defined in the ITERP.

## V. Primary Contacts

All information system issues should be reported to IT Customer Service Help Desk (412-397-2211). Outside of Help Desk hours of operation the following contacts should be used:

- Ellen Wieckowski, Vice President for Information Technology and Human Resources
- Maureen Bertocci, Director, Information Security
- Phill Miller, Associate Chief Information Officer
- Kevin Matjasko, Director, Enterprise Applications
- Dennis Jochmann, Senior Director, IT Customer Service

## VI. Shortfalls/Limitations

**Identify any Shortfalls.** Shortfalls in ability to respond to incidents are dependent on the system(s) affected. Where appropriate, these are documented in the ITERP.

**Identify any Limitations.** Limitations of response to incidents are dependent on the system(s) affected. Where appropriate, these are documented in the ITERP..

