



Outage/Disruption Communication Plan for CNYRIC Services to Districts

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Central New York Regional Information Center
6075 E. Molloy Road | P.O. Box 4866 | Syracuse, NY 13221
315-433-8300 | www.cnyric.org

The following is the outage/disruption communication plan for CNYRIC Services to Districts.

The goal of the plan:

1. Define communication methods from CNYRIC to component districts
2. Clearly identify the tools for communication to districts
3. Detail types of communication and flow of communication

This plan includes definitions of terms, identifies internal and external system tools, provides workflow, provides methods of communication to component districts, and how to receive those methods. The plan covers major service outages/disruptions, individual district outages/disruptions, maintenance notifications, and 3rd party cloud services outages.

An outage/disruption is defined as an event that causes a disruption or a reduction in the quality of a service which requires a response.

This document is reviewed on a yearly basis, and updates will be published to CNYRIC component districts.

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Definition of Levels of Service Outage/Disruptions

Major Service Outage/Disruption

Outages/disruptions that would fall under this outage:

- WAN/Phone service outage affecting more than one district
- Application/service outage or disruption affecting more than one district

Individual District Service Outage/Disruption

Outages/disruptions that would fall under this outage:

- WAN/Phone service outage affecting one district
- Application/service outage or disruption affecting one district

3rd Party Service Outage/Disruption

Outages/disruptions that would fall under this outage:

- Telecom service providers
- Major service providers (Google, Microsoft, Amazon, Powerschools, Lightspeed)

Maintenance Area Wide

- WAN/Phone service maintenance affecting all component districts
- Application maintenance affecting all districts

Maintenance Region/Service wide

- WAN/Phone service maintenance affecting more than one district or BOCES site
- Application Service maintenance affecting more than one district

Maintenance District Level

- WAN/Phone service maintenance affecting one district
- Application outage/Service maintenance affecting one district

Tools for Monitoring and Communication

Internal Tools used for Detecting:

Monitoring Tools - CNYRIC deploys industry standard monitoring tools to notify and alert when services are unavailable.

Status pages - Subscribed to major 3rd party cloud services Status pages so we can identify issues that might affect component districts.

Internal Tools for Communication

Google chat - real time text communication for quick collaboration between departments.

Zoom/Google Meet - Video conferencing software to use for group decision making or need to create a virtual war room.

Ticket system - Used to place tickets, track workflow, and collaborate across departments.

Incident Response playbooks - CNYRIC has developed outage/disruptions response playbooks to clearly define roles/teams at the onset of a service outage or disruption for resolution.

End User Tools for Communication

CNYRIC Status Page - Web Page designed to host all outage notices, degraded services notices, and maintenance notices. Page would also be the location for any postmortem reports on outages.

School Messenger - Tool allows for communication via email, SMS, and phone to approved contacts of districts.

Email - Used to notify approved contacts for districts.

Communication to Authorized Contacts

CNYRIC Secure Portal Trusted Agents

All component districts have access to the CNYRIC Secure Portal. This Portal shows district services they have purchased, projects they have engaged with CNYRIC, and Trusted Agents. The Trusted Agents is the official list of district authorized contacts for CNYRIC services. Any technology outage/disruption or maintenance notice that requires notification contacts under the Technology Admin & Superintendent authorize section would receive those notifications. Each district can and should review/update their authorized Technology Admin(s), via their Superintendent or business administrator, on a regular basis.

Process for Communication to Districts

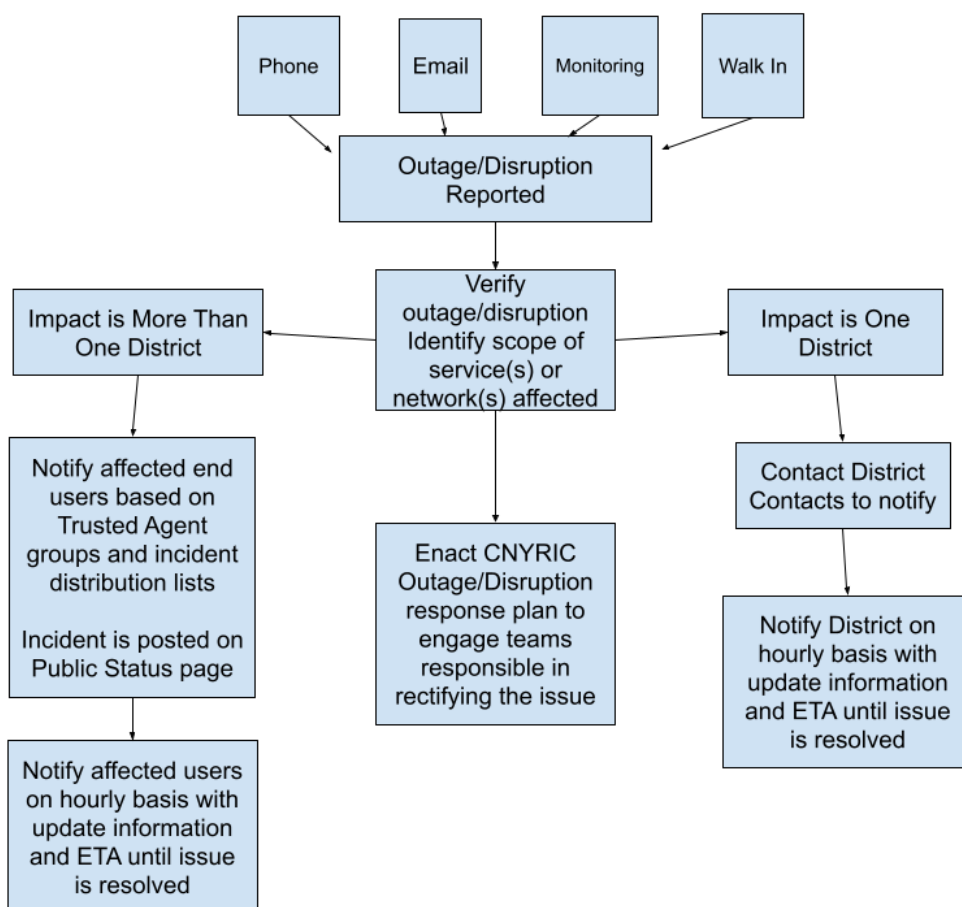
Service Outage/Disruption Notification Process

The following process outlines how an outage/disruption is reported, identified, and communicated to component districts.

1. Outage/disruption is reported - This report can come from monitoring software, 3rd party status notification or user reports.
2. CNYRIC identifies and verifies the outage/disruption and the scope of service(s) or network(s) affected.
3. CNYRIC updates status page with outage/disruption summary, and ETA if available on restoration **If only one district is affected then CNYRIC status page will not be updated, and the individual district will be notified**.
4. CNYRIC notifies Technology Admin and Superintendents via School Messenger, email, or phone of those component districts
5. CNYRIC will enact Outage/Response plan for restoration of service.
6. CNYRIC will provide hourly updates or sooner if ETA or resolution is updated.

- Once the issue is resolved, a Root Cause/Incident report to those districts affected will be provided within 5 business days. Note: If the issue was 3rd party related, Root Cause/Incident reports might not be available within 5 business days or not provided at all by the 3rd party.

FlowChart of Outage/Disruption communication to districts



Template for Outage/Disruption Email Communication



CNYRIC Outage/Disruption Notification (Short Title of Problem)

All dates/times relative to EST

Outage/Disruption Report Time

Summary
(A quick summary of the problem)

Scope of Outage/Disruption

Components Affected

Status

ETA on Resolution

Additional Details

Maintenance Notification Process

1. CNYRIC department notifies HelpDesk of scheduled maintenance. Notification to HelpDesk includes systems affected, component districts affected, and information component districts need following maintenance.
2. CNYRIC Helpdesk posts maintenance notification to CNYRIC Status page.
3. Affected districts authorized technology admins are notified via School messenger, email, or phone.
4. Affected districts are notified once maintenance has been completed if it requires the district to take action after completion.

Template for Maintenance Notification



Upcoming CNYRIC Maintenance Notice

All dates/times relative to EST

Summary

(quick description of maintenance)

- Software/Version Update
- Security update
- Hardware Replacement
- Network Maintenance

Start Time

Duration

Components Affected

You received this email because you are listed as a Tech Admin in the CNYRIC Secure Portal.

Root Cause/Incident Report Notification

Once an outage/disruption is resolved a Root Cause/Incident report to those districts affected will be provided within 5 business days. Report will also be posted under the resolution notification on the Status page.

If the outage/disruption was 3rd party related, CNYRIC will provide root cause if the 3rd party provides root cause. Some vendors do not provide this information publicly.

Template for Root Cause / Incident Report



CNYRIC Incident Report

All dates/times relative to EST

Summary

Start Time

Duration

Components affected

Root Cause

Remediation and Prevention

Detailed Description of Incident