

Systems Outage Communication Service Level Agreement

1.0 Purpose/Scope

We strive to provide pertinent communication of planned systems/network maintenance and outage information to affected customers in a timely manner and through a channel deemed most appropriate to those affected.

2.0 Agreement Timeframe

July 1 – June 30 (ongoing)

OIT will provide semi-annual reporting measurements to verify SLA metrics are being met.

This document will be reviewed annually for updates/modifications.

3.0 Description

Provide timely communications regarding IT systems/network maintenance and in the event of a malfunction. The communication method(s) used is determined by a formula taking into account the number of customers affected and the time of year/day the incident occurs. The channels may include the following: website updates, screen notifications, Twitter, email direct, email listserv, voicemail, personal phone calls to VIPs, IT Help Desk recordings, and coordination with Marketing and Communications.

4.0 Key Metrics/Measurements/Availability

Planned maintenance: Two week minimum notification pre-maintenance for non-emergency related updates.

5.0 Intended users/Stakeholders:

This agreement is between the Office of Information Technology and all faculty/staff/students/alumni/retirees/visitors who meet the terms of NKU's [Acceptable Use Policy](#) and abide by all applicable policies and procedures adopted by the University.

6.0 Costs:

N/A

7.0 Maintenance
N/A