### 1.0 – Overview

IT communications procedures govern IT department teamwork and communication, and communication to corporate staff, when IT incidents occur.

### 2.0 – Purpose

The document defines the terms related to incident communications and communications procedures.

### 3.0 – Goal

The goal is to provide a comprehensive communications process which provides timely communication to affected staff, thereby minimizing the impact of computer incidents on business operations.

### 4.0 – Definitions

**Term** **Definition**

#### Code Red A software, hardware, network or phone issue that affects more than 15 people and will last 15 minutes or more.

Examples of code red incidents:

- E-mail is unavailable for an American Capital or European   
 Capital office.

- Telephones are unavailable for an American Capital or   
 European Capital office.

- A power outage occurs.

- The DataBasics expense system is unavailable.

- A ‘server down’ alert is received without a corresponding   
 ‘server up’/’reboot’/’reset’ message.

- A staff member calls with a serious problem that may   
 also affect others.

- An incident occurs whose severity is unknown but should be   
 checked quickly.

**Code Red Team** Team responsible for managing response to Code Redissues:   
Webb, Kim and Rajni.

**Scheduled maintenance** Maintenance will be preformed that will cause systems or applications to be unavailable.

#### Advisory Change to existing software or systems, new procedure for using systems, other IT communications.

### 5.0 – Procedures

### 5.1 – Code Red Communications Procedure

| **Procedure** | **Who is responsible** | **Time to complete  this step** | **Total elapsed time** |
| --- | --- | --- | --- |
| 1. A software, hardware, network or phone issue occurs that affects more than 15 people and will last more than 15 minutes. | | | T + 0 |
| 2. Determine if the issue can be resolved within 15 minutes.  a. Check the change control log to see if scheduled IT work could cause the issue.  b. Contact the on-call network, server, phone or applications tech:  1. Network: David Gwatidzo, Kim Jacques  2. Server: Kaliq McGee, Nick Thoman, Kim Jacques  3. Phone: Chris Sajewicz, Kim Jacques  4. Applications: Steve Rondeau, Charlie Heisterkamp   (PRISM), Jeff Martin (Valuation Automation), Andy   Mattocks (Aladdin)  c. Ask the on-call tech if the issue can be fixed within 15   minutes.  d. The on-call tech decides if the problem can be fixed within 15 minutes.  1. If the issue can be fixed with 15 minutes it is not a Code   Red. Go to step 6d.  2. If the issue cannot be fixed within 15 minutes, or if you are not sure how long it will take to resolve, it is a Code Red issue. Go to step 3. | IT person who identified the issue plus lead network, server, phone or applications person | 5  minutes | T + 5  minutes |
| 3. Send Code Red e-mail to ACAS – IT Department  a. Type Code Red as the first words in the subject line.  1. If you are not sure it’s a Code Red issue, put Code Red?   in the subject line.  b. Describe the issue and who is affected.  c. E-mail, call or IM a Code Red team member to confirm that   the message is received.  1. If e-mail is not available, call a Code Red team   member’s cell phone. | IT person who identified the issue | 3  minutes | T + 8 |
| 4. Code Red Team assesses the issue.  a. Lead network engineer, server engineer, telecom engineer   or applications engineer are contacted to confirm they are   working to resolve the issue. | Kim, Webb, Rajni | 4  minutes | T + 12 minutes |
| 5. Send IT Connection to affected staff. Describe the issue and indicate when it will be resolved, if known.  a. Call affected people if e-mail is not available.  1. If necessary, use backup voice broadcast system to   contact U.S. staff.  2. If necessary, Christophe will send SMS message to   ECAS employees.  b. European Capital IT staff may need to notify affected employees if Webb and Rajni are not available due to time differences.  c. If the issue will last more than an hour, a wider audience may notified by e-mail. If e-mail is not available, use voice broadcast (U.S.) plus SMS text (Europe). | Webb - Rajni is backup  Webb - Rajni is backup  Christophe - Robert and Thomas are backups  Webb - Rajni is backup | 3 minutes if e-mail, ASAP if voice or SMS broadcast | T + 15  minutes |
| 6. Coordination and resolution  a. If necessary, Code Red team meets hourly by telephone to assess the issue.  b. If necessary, e-mail or phone affected staff every two hours regarding incident status. Provide an estimated time when the issue will be resolved, if known. Copy ACAS – IT – End User Support.  c. When issue is resolved, e-mail or phone affected staff directly and confirm issue is resolved.  d. Send internal ‘all clear’ IT Connection to ACAS – IT – End User Support.  1. Summarize the issue and the steps taken to resolve it.  e. If necessary, send ‘all clear’ IT Connection to wider audience. | Kim, Webb, Rajni  Webb - Rajni is backup  Webb - Rajni is backup  Webb - Rajni is backup  Webb - Rajni is backup | Repeats hourly until issue is resolved | T + 1 hour |
| 7. Documentation and knowledge sharing  a. IT team completes incident tracking ticket created by Code   Red e-mail  1. Assign to CTO for approval  2. CTO will approve and close ticket in HEAT  b. If appropriate, distribute guidelines to improve future response or mitigate issue if it recurs  c. File communications records in Public Folders  1. File IT notices in Outlook🡪All Public Folders🡪G.🡪Info for Employees🡪IT Notices🡪Sent  2. If the notice is useful as a template, file it in Outlook🡪All Public Folders🡪G.🡪 Info for Employees🡪IT Notices🡪Templates | IT teams – server engineers, network engineers, telecom engineers, etc.  Webb  Webb or backup | As needed | T + 3 days |



### 5.2 – Scheduled Maintenance and Advisory Communications Procedures

For non-critical communications, IT teams send a request for IT communications to the communications leader: Webb, Rajni is backup.

Requests should be in the form of the IT Notice Request template, which resides in:

Outlook\All Public Folders\G. Information Technology\IT Information for Employees\IT Notices\Templates\\_Request IT Notice.

Webb or backup prepares a draft IT notice and sends it to the CTO and backup for review. When approved, the notice is sent to affected staff. In general, staff are notified eight hours in advance of maintenance or advisory IT activities.

### 6.0 – Revision History

1.0 – First Version – WCS

1.1 – Revised 3/6/11 – WCS