

Staff Outage Policy

This policy outlines the types of outages our staff may encounter and the measures you should take to avoid them. Additionally, it provides remediation steps for each type of outage. Please read and follow this policy carefully to ensure smooth operations and minimize work disruptions.

1. Internal Outages

Internal outages occur when staff are unable to work due to issues beyond our control. If you encounter any of the following issues, inform IT and SLA or your supervisor if both are unavailable:

- **Five9 Issues:** When the audio system for Five9 is experiencing issues, it will be marked as an internal outage.
 - Remediation Steps:
 - Click this link: [Procedure to fix Five9 issues](#)
 - Contact IT for further assistance if needed. 365-677-0101 ext. 2
- **Compass Password Not Working:** If you are unable to access Compass due to password issues, it will be marked as an internal outage.
 - Remediation Steps:
 - Reset your Compass password using the Cogeco Password reset tool: [Compass Password reset](#)
 - If unsuccessful, contact ITSD for assistance. Call : 1-866-409-7123
- **DependableIT Account Lockout:** If you experience a lockout of your DependableIT account, it will be marked as an internal outage.
 - Remediation Steps:
 - Contact IT/SLA for assistance. 365-677-0101. If Call goes to VM inform your supervisor and repeat the step every 15 mins until issue is resolved.

2. External Outages

External outages happen due to factors such as internet connectivity issues, scheduled password reset failures or when staff do not follow proper update procedures. Examples of external outages and their remediation steps include:

- **Password Expiration:** Staff starts receiving warnings for 14 days before a password expires. If you are unable to work because your password expired and you failed to setup a new one during the 14 day period, it will be marked as an external outage.
 - Remediation Steps:
 - Reset your password immediately when you receive the warning email from :
dit-password-reset@dependableit.com
 - If you encounter issues, contact IT for assistance. Call 365-677-0101ext 2.
- **Internet Outage:** If you experience internet connectivity issues that prevent you from working, it will be marked as an external outage.

Remediation Steps:

 - Check your internet connection and try restarting your modem/router.
 - If the problem persists, contact your internet service provider (ISP).
 - Inform IT or SLA of the issue as soon as possible.
- **PC Updates:** Staff should keep their PCs updated with the latest security patches and software updates. This can be done manually by going to settings or automatically by leaving the PC on overnight for us to handle the updates.
 - Remediation Steps:
 - If you did not leave your PC on overnight, manually check for updates and install them through your PC's settings.
 - Restart your PC after updates to apply them.

To avoid external outages because of updates:

*Staff is recommended to leave their PCs on overnight to allow for automatic updates and restarts. This ensures that systems are ready for use each morning.

* If you choose not to leave your PC on overnight, you are responsible for manually updating your system. This can lead to potential external outages and security risks if not done promptly.

Compliance and Accountability

Failure to adhere to this policy may result in external outages, impacting your ability to work and potentially affecting the team. We encourage all staff to follow the outlined measures to maintain productivity and security.

Discretion of IT, SLA, and Supervisors

IT, SLA, and supervisors hold full discretion when marking outages on a case-by-case basis. They will take into account the context and specifics of each situation to determine the appropriate classification of outages.

Thank you for your cooperation in keeping our systems running smoothly!

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