



Emergency Outage Communication and Escalation Procedures

The purpose of this document is to provide communication procedures for the handling of Emergency service outages in BTS by the Help Desk.

Purpose: In the event of an outage involving a major City business system, there is a need for communication that accomplishes the following:

- BTS management is kept apprised of the situation
- Ensures that all customer Stakeholders are identified.
- Assures customer stakeholders that BTS is engaged with the situation and it gives them a forecast estimate of time until services are restored.
- It gives customers a single point of contact in regards to the situation
- It confirms that functional units have been informed of the situation and are active in the Incident Management process.

Activation: Activation occurs at the Help Desk. Once an Incident is declared to be an “Emergency” priority Incident, the Incident is now designated as a “Major Outage” requiring Emergency Outage Communications.

If the event goes on for more than 3 hours, or is declared by a Senior Manager, it becomes an “Extended Major Outage” with a priority of “Emergency” requiring the assignment of an Incident Manager and a Communication Manager. This can also be declared if this is a major outage without the timeline if it is for a Public Safety Bureau.

Procedure:

1. A **declaration** by the Team Lead or most senior Help Desk staff member declares an “Emergency” Incident on the Help Desk and invokes the “Emergency Outage Communications” process.
2. The Team Lead or most senior Help Desk staff member is **identified as the “Incident Coordinator”**. From this point forward the Incident Coordinator is the focal point for communications. The Incident Coordinator can delegate certain tasks but maintains the responsibility for the Emergency Outage Communications until the Incident is resolved or the responsibility is handed off to another Incident Coordinator or escalated to an Incident Manager. In either event, the acting Incident Coordinator is responsible for notification of the hand-off to all stakeholders.
3. Upon notification of an outage, the Incident **ticket is filled out by the call taker and assigned to the appropriate functional team**. A follow-up phone call or page, or text message is placed to the supervisor or manager of the responsible team by the Incident Coordinator.
 - 3.1. Escalation: If contact is not acknowledged by the responsible team, the Incident Coordinator is to escalate to the next-level responsible Manager (normally the Sr. Manager). If contact is not made there, escalate to the Deputy CTO. If contact is not made there, escalate to the CTO.
 - 3.2. Once contact is made with the appropriate person to work on the Incident, it is the responsibility of the Incident Coordinator to inform all managers contacted that the responsible team is responding.



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4. Notification to BTS

- 4.1. The Incident Coordinator is to send a Text Message to “BTS Management Text Alerts” list, BTS – Managers & Supervisors and to **BTS – Support Center All**. Brief message about the outage (40 characters or less). Text Message Format: Outage/Type/Location.
- 4.2. Follow-up with phone call to the Supervisor or Manager responsible for the responsible functional team to communicate the following information:
 - 4.2.1. Identify the Incident Coordinator, who they will be communicating with for the duration of the outage.
 - 4.2.2. Confirm the frequency of the communication.
- 4.3. The Incident Coordinator will send periodic informational updates as major progress is made. Even if no progress is made, a message update should be sent within 2 hours. Every two hours or so after that, some type of update should be sent.

5. Notification to Customers

- 5.1. Incident Coordinator will send email to the affected customer base about the outage.
- 5.2. The Incident Coordinator will send status updates to the customer base every 2 hours or as a major update can be provided. Set an expectation as to when the next update will come.
- 5.3. If email is unavailable, call the TBCs to assist with communication to the affected customer base and call the Bureau liaison.
- 5.4. At the discretion of the Incident Coordinator and/or the Help Desk Manager change the voice message at Help Desk to inform incoming callers that we know of the issue.

6. Escalation from “Major Outage” to “Extended Major Outage”.

- 6.1. If a Major Outage spans more than about 3 business hours the Help Desk can declare this an “Extended Major Outage”. This can also be declared by one of the Support Center Managers, the DCTO or the CTO.
- 6.2. Once declared, two new roles are created.
 - 6.2.1. The first role is the Communications Manager. This is the Manager of the TBCs or a designee. Their role will be continued ongoing communication to customers. They will also identify the key stakeholders to receive the communications. This is in the Process Workflow diagram for Incidents
 - 6.2.2. The second role is the Incident Manager. Normally, this is the manager of the area having the outage. For instance, if it were a network outage, the Incident Manager might be the Manager of network operations. If that person is not available, it would be there designee. If no one else is in this role then it would become the responsibility of the Support Center Manager or designee.

7. Closure of Issue – Once an issue has been resolved

- 7.1. Send communication to BTS Management Text Messaging list and BTS – Support Center All.
- 7.2. Send communication to the Customers impacted.



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- 7.3. If the issue is downgraded from an “Emergency” priority, send a communication stating that fact and why the downgrade occurred.
- 7.4. At closure of the issue, the Incident Manager should convene a small group from the Help Desk and other support areas to put together a brief report on lessons learned, identifying any areas of concern or process changes.