

**IT Emergency Communication Protocol**  
**Division of Student Affairs, University of Connecticut**  
 (Updated October 14, 2008)

The following protocol will be followed by SAIT when emergency IT information must be disseminated to Division of Student Affairs departments:

1. Information will be emailed to the all Student Affairs employees distribution list, or appropriate Department distribution lists if the emergency is limited in scope. *(Email will be sent by the Design & Communications Manager in collaboration with one of the following: Director, Lead Systems Administrator, or Customer Service Manager. If the Design & Communications Manager is unavailable, any of the above positions may send the email. Before an email is sent, at least two employees shall review the email for technical accuracy, clarity, and grammatical correctness.)*
2. If email service is not available, SAIT will communicate with each office in the Contact List below by fax or phone. A fax will be sent if electrical and phone services are available; phone calls will be made if phone, but not electrical, service is available. *(A standard message will be prepared by the Design & Communications Manager in collaboration with one of the following: Director, Lead Systems Administrator, or Customer Service Manager. The standard message will be reviewed by at least two employees for technical accuracy, clarity, and grammatical correctness)*
3. A System Status of Critical (Red) and information (and subsequent updates) will be posted in the System Status section on the SAIT home page (<http://www.sait.uconn.edu/>).
4. Each Department will be responsible for communication to department offices not on the Contact List (see below).
5. If electrical and/or phone services are not available, SAIT will monitor the situation but will not attempt communication with departments until those services are restored. When web updates are possible again, information about the emergency will be posted on the SAIT home page.

Depending on the nature of the IT problem, information available to SAIT may be vague or incomplete. SAIT will attempt to communicate the following information to departments:

- Nature of problem
- Geographic scope of the problem
- Estimated time until service is restored
- Lists of services available and services unavailable
- How to obtain updated status information

Usually, two email, fax, or phone messages will originate from SAIT: the initial problem notification and an announcement that services have been restored. Other messages may be sent if the prognosis changes considerably.

**Contact List:**

<b>Department</b>	<b>Fax Number</b>	<b>Phone Number</b>
Alcohol and Other Drug Services	6-9366	6-9431
Career Services	6-5287	6-3013
Center for Students with Disabilities	6-4412	6-2020
Community Standards	6-8409	6-8402
Dean of Students	6-1972	6-3426
Dining Services Catering	6-5054	6-5053
Dining Services Commissary	6-6473	6-2576
Dining Services Main Office	6-0473	6-3128
Dining Services Retail	6-2081	6-4206

Off Campus Student Services	6-8035	6-8006
Office of Fraternity and Sorority Life	6-8821	6-4710
One Card Office	6-2108	6-3129
Residential Life Apartments	6-2220	6-2639
Residential Life East Complex	6-3704	6-3237
Residential Life Main Office	6-6191	6-3430
Residential Life North Complex	6-2109	6-3412
Residential Life South Complex	6-2263	6-5556
Residential Life West Complex	6-6337	6-5558
Student Activities Business Office	6-0282	6-3163
Student Activities Main Office	6-1689	6-6588
Student Activities Programs Office	6-1689	6-3423
Student Health Services	6-5300	6-4700
Student Health Services (2)	6-0004	6-3427
Student Union	6-3071	6-3422
Vice President's Office	6-1194	6-2265