

IT Warning Communication Protocol
Division of Student Affairs, University of Connecticut
(Updated August 8, 2008)

Student Affairs Information Technology (SAIT) communicates information about software upgrades and scheduled system outages to the Division of Student Affairs (DSA). The following protocol will be followed by SAIT when an IT warning must be disseminated to DSA departments:

1. Information will be emailed to the all-Student Affairs employees distribution list, or appropriate Department distribution lists if the warning 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. Under most circumstances, emails will be sent on this schedule:
 - a. Initial announcement two weeks prior to the upgrade or outage
 - b. Reminder announcement two days prior to the event
 - c. Reminder announcement at 9 a.m. on the day of the event
 - d. Reminder (titled 'Final Reminder') announcement at 3 p.m. on the day of the event
3. A System Status of "Warning" (Yellow) and information (and subsequent updates) will be posted at the same time as the initial announcement in the System Status section on the SAIT home page (<http://www.sait.uconn.edu/>).
4. The initiator and sender of the warning will schedule meetings with reminders on their Outlook calendars. The initiator of the warning will provide the necessary email addresses or identify the appropriate distribution list(s) to the sender. Both the initiator and sender will be included in the BCC field of the email.