



Service Interruption Identified

Basic communication started:
helpdesk
system status page
system status voice message
irminfo-l@wise.fau.edu

Does problem warrant crisis team?

YES

Form team

Assess nature and scope of problem

Draft fact sheet

Identify constituencies to be informed

Assign team members to communication task

NO

Do members of FAU community need to be notified?

YES

Is e-mail available?

YES

e-mail FAU constituencies as deemed necessary

CSI broadcast voicemail

Put announcement on MyFAU

NO

CSI broadcast voicemail, MyFAU announcement
FAU homepage if problem affects outside community

Update system status web and voice messages

Has situation changed?

YES, but still not restored

YES, service restored

When System Restored

Message sent to irminfo-l@wise.fau.edu

e-mail students, faculty, staff as necessary;
update system status messages; MyFAU announcement;

Post Mortem

When problem resolved proceed to post mortem