

No. IT- 040	Policy Name: Manage Engine Announcement Procedure
Effective Date: 7-1-2011 Last Revised Date: 6-25-2014	Citywide Policy _ IT Policy _ IT Procedure <u>X</u>
Approved By: IT Director	

Description:

The announcement procedure is essential to effective communications, when there are events that affect business operations. The intent of the procedure is to inform the customer base quickly of major outages and changes. An informed customer base should precipitate fewer help desk calls and better relationships with customers.

Roles and Responsibilities:

When Department Managers, IT technicians or Help Desk personnel are notified of a major event (Power, Phone, Internet, major applications and IT services, E-Mail, etc.) an announcement will be entered into Service Desk Plus. The Help Desk Personnel will also notify the City IT Management and the vendor NOC.

Directives:

Announcements are used to convey information to customers for the following types of events and activities:

1. **Outages (Planning and Unplanned):** The announcement will include a short description of the outage, who is affected and how long the outage is expected. Outage announcements will be updated when expected resolution times change or when service is restored.
 - a. Planned outage announcements will be posted as soon as the outage schedule has been finalized with an additional update 12-24 business hours prior to the outage.
 - b. Unplanned outage announcements will be posted as soon as they are known.
2. **Service Sun setting:** If the IT department no longer provides a service or plans to sunset a service an announcement will be made. The announcement will include a short description of the affected service, estimated date when service will no longer be available or supported, a contact person, web page and/or knowledge base item for users to get more information. Examples may include OS phase out, desktop application phase out, enterprise service phase outs, etc...
3. **New Services or Features Available:** If the IT department deploys a new service or starts supporting additional products an announcement will be made. The announcement will include a short description of the new service; estimated date of availability will be identified. In addition, a contact person, web page and/or knowledge base item for users to get more information will be included. Examples may include new OS, desktop applications, remote access services, new enterprise services, new hardware devices, etc.
4. **Other major events or activities** that have enterprise or department level impact. These will include upgrades, scans and other enterprise wide changes. IT managers

- and lead technology staff will use their best judgment in the decision to post an announcement.
5. **Time for Announcement to Remain Posted** – The length of time an announcement should be posted is 1 year. Records retention laws from the Commonwealth of Virginia require IT help desk records and related documentation to be retained for 1 year.
 6. **E-mail Notifications** – E-mail notifications will only be used for announcements of outages and major changes that affect most or all City users. This feature needs to be used with care to the general customer base to avoid customers getting too many announcements through mail and “tuning out” messages. All outages should be posted and outages that affect a specific customer group should be notified through e-mail using a distribution list targeting that customer base.
 7. **Technician Only Announcements** – Managers and technicians should use this for help desk and change management issues. This should not be used as a means to communicate day to day internal department or corporate administrative information or events. The exception to this will be if e-mail services are down. If e-mail services are down, this feature will be used to provide internal messages to IT staff until mail services have been restored.

Control and Maintenance:

This policy will be reviewed and updated on an as needed basis.