



**Iowa Statewide Interoperable Communications System (ISICS)
Standards, Protocols, Procedures**

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| Standard Name: | Outage Responsibility | | Date Created: | 4-17-2018 | |
| Standard Policy # | 4.1.0 | Standard Title: | Maintenance | Status | Approved |
| Approval Authority: | ISICSB | | Adopted: | 05-10-2018 | Reviewed: 05-10-2018 |

1. Purpose or Objective

The purpose of this standard is to define the system outage responsibilities.

2. Technical Background

Capabilities

The System Administrators have the responsibility for identifying an outage situation and determining the course of action for resolution.

Constraints

There are too many unknowns to define an actual recovery time period for an outage; parameters may easily be beyond the control of the system support staff.

3. Operational Context

System Administrator, Subsystem Administrators or designee are responsible for the portions of the system they oversee status for both planned and unplanned (emergency outages) will be updated as available on the StatusBoard.

4. Recommended Protocol / Standard

This process is initiated when there is a notification of system impairment.

If an owner's system supports other subscribing agencies, that owner shall be responsible for monitoring the system on a 24-hour basis, whether by on-site personnel or an automated electronic monitoring and notification process.

If the system impairment does not impact other subscribing agencies of the system, the resolution process will be at the discretion of the responsible agency.

5. Recommended Procedure

Upon notification of an equipment outage, the Subsystem Administrator is responsible for the impaired portion of the system will be expected to:

- Determine the impact of the impairment to the operation of the system. A minor failure is something that either does not affect, or minimally affects, user functionality. A major failure is something that seriously affects or risks user functionality of the system.
- Determine if there are internal or external factors that may alter the priority of a system impairment, such as weather, subscriber loading, unique public safety activities, impending events, etc.
- Determine if manual intervention is required. A serious failure would require initiating repair processes regardless of the time of day, and a minor failure may wait until business hours before repair. The determination is at the Subsystem Administrator's discretion and would be based on internal system functionality and external subscriber needs.
- Determine if additional external resources are required.
- Make an entry in the system log detailing the impairment.
- Use the notification process as defined in notification-related standards.

If requested by any of the Subsystem Administrators, the details of recovery process may be reviewed by Statewide System Administrators for possible improvements to outage recovery processes.

6. Management

The individual System Administrator, Subsystem Administrators or designee are responsible for managing system and subsystem outages.