



ADMINISTRATIVE REGULATION AND PROCEDURE

Title: COMMUNICATING NETWORK ISSUES

Code: HH0502

Policy Reference: N/A

Background and Purpose:

We know that network failures are inevitable. MATC's Technical Services is superb in managing our network.

Milwaukee Area Technical College Information Technology (IT) Division is committed to communicating and keeping people informed when there are network issues which keep any MATC people from doing their work. Therefore, IT Division has established the following procedure concerning communicating network issues.

Process:

1. ANY network issue which could affect people's work at MATC must be communicated via a HIGH PRIORITY GroupWise email to: helpdesk@matc.edu, Associate Vice President of Information Technology (Mark Trask), and Director of Technical Services (Mike Gavin) by the FIRST person in Technical Services who is made aware of the problem.

This communication should briefly state:?

- A. What seems to be wrong
- B. Which departments could be affected by the issue
- C. Does this affect just one campus or just one building?
- D. Is there an estimate of how long until it's fixed?
- E. If there is no estimate on repair time, send another email to the above group within 20 minutes with a status update.

For example, MA3 is not working and will affect the executive group and others at the downtown campus. We do not have an estimate of when it will be fixed, but we will get back to you in 20 minutes.

2. When the issue is resolved, the main person in Technical Services who worked to resolve the issue should send an email to the above group stating:
 - A. The issue is resolved
 - B. What caused the issue - in simple terms. For example, MA3 had a bad disk sector and it was repaired.
3. Each helpdesk person - at all campuses - will have the GroupWise helpdesk@matc.edu email account open on their PC at all times.



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4. One helpdesk person will be designated at the downtown campus to monitor helpdesk@matc.edu every 5 - 10 minutes. If a network issue appears in the mailbox, the helpdesk will call key people in each area affected to explain the situation.

Note: If the network issue affects the Executive group in M200, M278 and M100 (e.g., Todd Poppe, Linda McGuire, Gail Peterson, Cheryl Sayers, Barb Buchanan, Ron Six, etc.) then those executive/administrative assistants and the VP-Finance should be directly contacted.

5. If the network issue is not resolved within 30 minutes, the people contacted in Step 4 above will be given a status update.
6. When the issue is resolved, the people contacted in Step 4 above will be contacted to briefly inform them of the resolution.
7. When the issue is resolved, the helpdesk will enter a Network call into the call tracking system with the issue, duration, and resolution and close the call.