

This document describes the OIIT Emergency Communication Service (ECS) including its guidelines for use. This service is provided by OIIT for University System of Georgia (USG) institution subscribers. This document serves as reference and is intended for USG ECS authorized support contacts, subscribers, and OIIT personnel.

Executive Summary – Why and How the Emergency Communication Service Works

- ∞ *OIIT uses the ECS to announce and provide initial notification, situational updates, and then final resolution notification about OIIT emergency or unplanned events that result in major or extended loss of access to, or service provided by, an OIIT enterprise application, service, or infrastructure resource.*
- ∞ *ECS subscription is voluntary for USG institution staff.*
- ∞ *ECS is a service described within OIIT's USG Service Level Guidelines (SLG)*
- ∞ *OIIT uses ECS to augment rather than replace existing functional and technical product and service communication channels such as Listserv managed mailing lists administered or owned by OIIT.*

Definitions

Emergency

OIIT defines an emergency as an unplanned event that results in a loss of access to or service provided by an OIIT enterprise application, infrastructure resource, or vendor/partner (refer to Service Label/Name Legend). Further definitions and clarifications include

- ∞ A non-routine, unplanned, unscheduled OIIT program, service, or infrastructure outage or interruption.
- ∞ A protracted, catastrophic failure of an OIIT program, service, or infrastructure outage lasting 12 or more continuous hours.
- ∞ An event—involving an OIIT program, service, or infrastructure—that extended an outage or interruption beyond a previously planned, announced, and scheduled maintenance or service period.

Service Label/Name Legend

Services and applications supported and/or delivered by OIIT include the following:

- ∞ GALILEO: GALILEO (Georgia's Virtual Library)
- ∞ GIL: GIL (GALILEO Interconnected Libraries)
- ∞ PeachNet: PeachNet (Statewide Network System or portions thereof)
- ∞ Banner: Banner Student System Consolidated (SSC) Student Information System
- ∞ PSHRMS: GeorgiaFIRST HRMS (PeopleSoft Human Resources Management System)
- ∞ PSFIN: GeorgiaFIRST Financials (PeopleSoft Financials System)
- ∞ USG123: USG123 (USG by the Numbers or Data Warehouse)
- ∞ GeorgiaVIEW or GaVIEW (Vista)
 - GaVIEW-U (I-VIEW and O-VIEW)
 - GaVIEW-D (C-VIEW and M-VIEW)
- ∞ TouchNet: TouchNet Information Systems Inc. Webcheck and credit card gateways

Emergency Communication Service

This communication model serves as a USG institution key-staff, contact-focused service, emergency announcement system. For each emergency notification, the purpose is to

1. Deliver one-time, one-way announcements (initial and resolution) through wireless devices subscribed to the service regarding OIIT service interruptions (refer to Emergency definition). One-time, one-way emergency announcement/communications are posted as a short text messages (approximately 160 alphanumeric characters, no images, no graphics, no e-mail signature blocks, no attachments, etc.)
2. Provide situational status/updates through two self-service options:
 - Telephone-based service information message through the OIIT Helpdesk call center (option “2” on the menu system): 706-583-2001 or 1-888-875-3697 toll-free within Georgia
 - Web-based USG Services Status site (<http://status.usg.edu>).

Note: OIIT recommends viewing the ECS <http://status.usg.edu> site with a computer-based browser. However, a "text only" version is available at <http://text.usg.edu:8080/tt/http://status.usg.edu>.

Mobile Device Service Text Message E-mail Address Formats

- ∞ Verizon: 10digitphonenumber@vtext.com
- ∞ Cingular: 10digitphonenumber@cingularme.com
- ∞ Cingular Former AT&T customers: 10digitphonenumber@mmode.com
- ∞ AT&T: 10digitphonenumber@txt.att.net
- ∞ Sprint: 10digitphonenumber@messaging.sprintpcs.com
- ∞ T-Mobile: 10digitphonenumber@tmomail.net
- ∞ Nextel: 10digitphonenumber@messaging.nextel.com
- ∞ Virgin Mobile: 10digitphonenumber@vmobl.com
- ∞ Alltel: 10digitphonenumber@message.alltel.com (primary); 10digitphonenumber@alltelmessage.com
- ∞ CellularOne: 10digitphonenumber@mobile.celloneusa.com
- ∞ Omnipoint: 10digitphonenumber@omnipointpcs.com
- ∞ Qwest: 10digitphonenumber@qwestmp.com
- ∞ Pager (with text message capability)
 - GTA Pager: 7digitnumber@pageme.gagta.com
 - Notes about the GTA pager:
 - E-mail format must be in plain text.
 - Do not include area codes or dashes within the pager number.
 - Total character count includes subject field and e-mail body.
 - Recipient pager must be alphanumeric pager and capable of receiving 120 characters. If the recipient is unsure of the pager character count limitation, GTA customer/subscriber should contact a local GTA regional office.
- ∞ Blackberry (with text message capability)

Prerequisites

Technical

- ∞ Delivery of one-time, one-way simple text message announcements are through wireless, mobile communication devices (mobile telephone, pager, Blackberry, etc.) subscribed to the service.
- ∞ Emergency message format and content:
 - Format: Mobile communication device must be capable of receiving short text messages (fewer than 160 alphanumeric characters, no images, no graphics, no e-mail signature blocks, no attachments, etc.)
 - Content Examples:
 - Subject: OIIT: XXXXXXXX OIIT Service Outage
 - Body: USG XXXXXXXX service outage - see <http://status.usg.edu> or 888-875-3697 for detail (where XXXXXXXX is service or application name (refer to Service Label/Name Legend)).
- ∞ Mobile communication text message e-mail address (e.g., 10digitphonenumber@domain, or alias@domain must be subscribed to the service).
- ∞ Two-way communication is not expected. (i.e., subscribers cannot post knowingly or unknowingly to the service).

Other

- ∞ Subscribing to the service is voluntary. Users may subscribe one or more e-mail addresses for (wireless) mobile devices that accept and display simple text messages.

- ∞ Subscribers should determine if their carriers or service providers have text messaging as part of their individual mobile device plans. If not, the carrier or service provider might charge (“a la carte”) in order to receive a text message.
- ∞ Subscribers should check to see if their individual device plans block text messaging.
- ∞ Charges incurred and the way messages are delivered and displayed on the subscriber’s device depend on the wireless device and service plan.
- ∞ The (parent) service is configured to ensure that only a limited, controlled group of administrators (OIIT staff) can post announcements through this service.
- ∞ Subscription to the service is “topic”-based; topics are modeled after major OIIT service areas or programs.
- ∞ Subscribers must select one or more “topics” at the time of subscription (refer to Service Label/Name Legend).

Enrollment/Subscription

To enroll in OIIT’s Emergency Communication Service, contact the OIIT Helpdesk (support request self-service or e-mail).

The OIIT Helpdesk agent

1. Determines if the requester has an existing profile within OIIT’s case management (support request) system.
 - a. Creates, updates, or verifies existing profile. Requesters should provide the following information:
 - i. Institution Name
 - ii. First Name
 - iii. Last Name
 - iv. E-mail address
 - v. Telephone number
2. Requests
 - a. Mobile device one-way, simple text message e-mail address (10-digit mobile number or email alias)
 - b. Name of the carrier or plan provider (refer to Mobile Device Service Plan Providers Text Message E-mail Address Formats)
 - i. If carrier or plan provider is not in Mobile Device Service Plan Providers Text Message E-mail Address Formats list, name of carrier or plan provider
 - c. One or more subscription topics (refer to Service Label/Name Legend)
3. Tests the mobile e-mail address and sends the following text message to the requester. The agent sends this individual test message and asks the subscriber to confirm receipt:
 - a. Subject: TEST: OIIT Service Outage
 - b. Body: USG TEST outage - see <http://status.usg.edu> or 888-875-3697 for detail.

Test Plan

OIIT tests the ECS approximately every 90-days.

OIIT sends the following test message:

Subject: TEST: OIIT Service Outage
Body: TEST outage - see <http://status.usg.edu> or 888-875-3697 for detail.

Approximately 30 minutes following the conclusion of a test, OIIT sends e-mail to all OIIT ECS subscribers. The e-mail announces the day, date, and time OIIT posted the test message. Subscribers should check their mobile communication devices to confirm receipt. If not received, a subscriber should notify the OIIT Helpdesk.

Support and Contacting the OIIT Helpdesk

If you have a question about OIIT's ECS procedure, policy, or acceptable use, contact the OIIT Helpdesk:

- ∞ Hours of operation: Monday–Friday, 8:00 a.m.–5:00 p.m.
- ∞ Address: 2500 Daniells Bridge Road, Building 300, Athens, GA 30606
- ∞ Submit OIIT Self-Service Support Request: http://www.usg.edu/customer_services
- ∞ E-mail: helpdesk@usg.edu
- ∞ Emergency (production down, business interruption) business-hours or after-hours (24 by 7) support notification is available by telephone.
 - Telephone: 888-875-3697 (toll free within Georgia); 706-583-2001
- ∞ Fax: 706-583-2294