



IT incident communication changes

November 23, 2021

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To better meet the information needs of the IT community and faculty, staff, and students, University Information Technology (UIT) and University of Utah Health Information Technology Services (ITS) have updated the IT incident communication process.

Previously, when users and/or monitoring reported a systemic IT issue, the UIT-ITS 24/7 internal Incident Response Team (IRT) was convened, the issue was investigated, and when sufficient verifiable information was identified, the IT Service Status site <https://uofu.status.io/> was updated and [NotifyIT SMS/email](#) and [Twitter](#) communications were distributed simultaneously. This process, at times, resulted in public communication delays.

Going forward, <https://uofu.status.io/> will become an “early warning system” that is updated with very basic information (e.g., “Users report a UMail issue”) at the first sign of a **possible** systemic IT service issue.

If further investigation confirms a systemic problem, the IRT will be activated and IRT communication distributed to internal teams to troubleshoot and resolve the issue as quickly as possible. If the IRT determines that the incident scope and/or impact warrant public communication **and** that public notifications will not present a security risk, the <https://uofu.status.io/> site will be updated with incident details and the [NotifyIT SMS/email](#) and [Twitter](#) announcement process will start.

IT incident communication options:

- <https://it.utah.edu/node4/posts/2021/september/news-service.php#outages>
- Planned maintenance with downtime: https://uofu.status.io/#statusio_stats_widget

If you have questions, your local IT support staff may be able to assist, or you may contact your respective help desk: UIT Help Desk (801-581-4000, option 1) or ITS Service Desk (801-587-6000).

Note: This announcement is being cross-posted to other email lists and communication channels.



Node 4 story idea? Email us:
stratcomm@it.utah.edu



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