

Houston Community College

Information Technology

1. Purpose

This procedure establishes guidelines for the management of IT Alerts. It explains the responsibilities of persons involved in the undertaking of submitting information for approval into IT Alerts.

2. Persons Affected

All persons throughout IT who need to have information sent through the IT Alert system.

3. Types of IT Alerts

1. Planned Outages - Should include routine system and application updates and maintenance. The periodic maintenance should be planned and scheduled in advance.
These can be once a month, every other month, quarterly, once a year or during HCCS Scheduled Holidays
2. Emergency Outages - Critical system and application updates.

4. Submission Procedures

1. IT Alerts must be approved through appropriate channels. [See IT Alert Form](#) (Word Document)
2. A signed hard copy must be given to Director of Enterprise Services and copy given to ES Programmer Analyst.
3. An electronic copy must be emailed to Director of Enterprise Services (celia.gee@hccs.edu) and to ES Programmer Analyst (andrew.polk@hccs.edu) for posting.
4. Routine maintenance outages should be scheduled at least a month in advance.
5. Upgrades and patches that will result in downtime should be sent 7 days in advance. Failure to follow procedure can result in a delay in applying the patches/updates.

5. Email Procedures

1. Scheduled Weekly Outages should be sent out the day before the outage.
2. Upgrade Outages that will result in extended outage should be sent 7 days in advance before the outage occurs and as many times before as needed.
3. The Director of Enterprise Services will send an advance e-mail notification of scheduled outage to the members of the Chancellor's Executive Team and their secretaries, Executive Director for Distance Education, College Operations Officers, and the College Instructional Design Coordinators upon receipt of approved IT Alert Notification to ensure no interruption of critical services during the scheduled system downtime.
4. Emergencies will be sent out immediately.

5. Complete the Enterprise Services IT Alert Form

- Each IT Alert Email should have a Subject.
- Each IT Alert should be hard wrapped at 72 characters.