

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
<p>PeopleSoft HR</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>External consultants</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • HR staff around campus and HRPS users 	<p>Web – system status page</p> <p>Targeted e-mail alert to HRPS users and local IT</p> <p>Remedy ticket</p> <p>Yellow warning with degradation of service and forthcoming outage</p>	<p>8help</p> <p>Partnership Management</p>
<p>PeopleSoft HR</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>External consultants</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons • Internal Communications • HR staff around campus and HRPS users 	<p>Web – system status page</p> <p>PM targeted e-mail alert to HRPS users and local IT Support</p> <p>Remedy ticket</p> <p>8help phone tree</p> <p>PM message of the day</p> <p>Personalized message to deans/vp's; emergency phone tree if outage is extreme of high impact</p> <p>Phone call to Internal Communications of University Relations if</p>	<p>8help</p> <p>Partnership Management</p> <p>CIO Communications</p>
<p>PeopleSoft Financials</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>External consultants</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • SFOs and Financials 	<p>Web – system status page</p> <p>Targeted e-mail alert to Financials users and local IT Support</p> <p>Remedy ticket</p> <p>Yellow Warning when there is a degradation of service and a forthcoming outage</p>	<p>8help</p> <p>Partnership Management</p>

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<p>PeopleSoft Financials</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>External consultants</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons • SFO's and all Financials users 	<p>Web – system status page</p> <p>Targeted e-mail alert to Financials users and local IT Support</p> <p>Remedy ticket</p> <p>PM message of the day</p> <p>8help phone tree</p> <p>Personalized message to deans/vp's; emergency phone tree if outage is extreme or high impact</p> <p>Phone call to Internal Communications of University Relations if</p>	<p>8help</p> <p>Partnership Management</p> <p>CIO Communications</p>
<p>Student Legacy Systems</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti • Long-term visiting scholars • Students • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Grad School • Continuing Ed • OUS • Advisors and USAS • College and department offices • Building coordinators • Treasurer's Office • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>Targeted e-mail alert to local IT Support</p> <p>Remedy ticket</p>	<p>8help</p> <p>OUS</p>
<p>Student Legacy Systems</p> <p>Unplanned System Outage</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti • Long-term visiting scholars 	<p>Web – system status page</p> <p>Targeted e-mail alert to local IT Support</p> <p>Remedy ticket</p>	<p>8help</p> <p>OUS (to Advisors)</p> <p>CIO Communications</p>

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<p>Frequency: as soon as possible</p>	<p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Internal Communications • Graduate school • Continuing Ed • OUS • Advisors and USAS • College and department offices • Building coordinators • Treasurer's Office • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons 	<p>personalized message to deans/vp's; emergency phone tree if outage is extreme of high impact</p> <p>Internal Communications of University Relations if outage is extreme</p>	
<p>Knowledge Bank</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Faculty and Staff</p> <ul style="list-style-type: none"> • Alumni • IT Customers • Emeriti • Long-term visiting scholars and researchers <p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons CIC Libraries OhioLINK 	<p>Web – system status page</p> <p>University Libraries page</p> <p>Knowledge Bank page e-mail alert to local IT</p> <p>BuckeyeNet News during the quarter (for students)</p> <p>8help Phone tree after hours</p> <p>Remedy ticket</p>	<p>University Libraries</p> <p>8help</p>
<p>Knowledge Bank</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty and Staff</p> <ul style="list-style-type: none"> • Alumni • IT Customers • Emeriti • Long-term visiting scholars and researchers <p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p>	<p>Web – system status page</p> <p>Knowledge Bank page</p> <p>University Libraries page</p> <p>e-mail alert to local IT</p> <p>8help Phone tree after hours</p> <p>Remedy ticket</p>	<p>University Libraries</p> <p>8help</p>

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	<ul style="list-style-type: none"> • IT Central Help Desk 		
<p>eReports</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>External consultants</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • colleges and department offices • HR staff on campus and HRPS users, SFOs and Financial users and all Reports users 	<p>Web – system status page</p> <p>Targeted e-mail alert to Financials users and local IT Support</p> <p>Remedy ticket</p>	<p>8help</p> <p>Partnership Management</p>
<p>eReports</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty</p> <p>External consultants</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons • colleges and department offices • HR staff on campus and HRPS users, SFOs, Financials and eReports users Internal Communications 	<p>Web – system status page</p> <p>PM targeted e-mail alert to Financials users and local IT support</p> <p>Remedy ticket</p> <p>PM message of the day</p> <p>8help phone tree</p> <p>phone call to Internal Communications of University Relations if outage is extreme</p>	<p>8help</p> <p>Partnership Management</p> <p>CIO Communications</p>
<p>Carmen/WebCT</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti • Instructors <p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Employees • IT Central Help Desk • IT administrators • IT local • Distcons • DNAs 	<p>Web – system status page</p> <p>TELR targeted e-mail alert to faculty users</p> <p>8help targeted e-mail to local IT support</p> <p>Carmen message of the day</p> <p>Remedy ticket</p>	<p>8help</p> <p>TELR</p>

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	Continuing Ed		
<p>Carmen/WebCT</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<ul style="list-style-type: none"> Faculty • IT Customers • Emeriti • Instructors Students • IT Customers Staff • Employees • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons Libraries Student Computer Continuing Ed Internal Communications 	<ul style="list-style-type: none"> Web – system status page TELR targeted e-mail alert to users 8help targeted e-mail to local IT support Carmen message of the day Remedy ticket 8help phone tree Buckeye Link Current student web page Student Computer Center web page Library home web page phone call to Internal Communications of University Relations if 	<ul style="list-style-type: none"> 8help TELR CIO Communications
<p>osu.edu – People Directory Services</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<ul style="list-style-type: none"> Staff • Employees • Administrators • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons P12 Continuing Ed 	<ul style="list-style-type: none"> Web – system status page E-mail alert to local IT Web – alert on Find People page OSUToday CommuniTy Remedy ticket 8help phone tree during 	<ul style="list-style-type: none"> 8help CIO Communications University Relations
<p>osu.edu – People Directory Services</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<ul style="list-style-type: none"> Staff • Employees • Administrators • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons 	<ul style="list-style-type: none"> Web – system status page E-mail alert to local IT support Web – alert on Find People page OSUToday announcement Community Announcement 8help phone tree 	<ul style="list-style-type: none"> 8help CIO Communications University Relations

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	University Relations Marketing P12 Continuing Ed	Remedy ticket Notice to Internal Communications if long term Remedy notification to University Relations New	
www.osu.edu - site and search Planned System Outage Frequency: at least a week in advance	Staff <ul style="list-style-type: none"> • Employees • Administrators • IT Central Help Desk • OIT Coordinators • IT local • IT administrators • DNAs • Distcons • Webmasters 	Web – alert on home site as a featured item OSUToday announcement CommuniTy announcement 8help phone tree during Remedy ticket	8help University Relations
www.osu.edu – site and search Unplanned System Outage Frequency: as soon as possible	Staff <ul style="list-style-type: none"> • Employees • IT administrators • IT Central Help Desk • OIT Coordinators • On-call after hours staff • IT local • IT administrators • DNAs • Distcons • Webmasters University Relations Marketing	Web – alert on home site as a featured item OSUToday announcement CommuniTy announcement 8help phone tree Remedy ticket phone call to Internal Communications of University Relations if outage is extreme Remedy notification to University Relations New	8help University Relations
Central e-mail (@osu.edu) Planned System Outage Frequency: at least a week in advance	Faculty <ul style="list-style-type: none"> • IT Customers • Emeriti • Long-term visiting scholars and researchers Students <ul style="list-style-type: none"> • IT Customers 	Web – system status page e-mail alert to local IT support 8help Phone tree during Remedy ticket	8help CIO Communications

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	Staff • Employees Faculty Students Staff Separated employees • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons External consultants bulk email providers	OSUToday CommuniTy announcemen	
Central e-mail (@osu.edu) Unplanned System Outage Frequency: as soon as possible	Faculty • IT Customers • Emeriti • Long-term visiting scholars and researchers Students • IT Customers Staff • Employees Faculty Students Staff Separated employees • IT Central Help Desk • On-call after hours staff • IT local IT administrators DNAs Distcons • Administrators University Relations External consultants	Web – system status page 8help phone tree Remedy ticket CommuniTy announcement Personalized contact with deans/VP's/provost if long term; emergency phone tree o deans/VP's/IT staff phone call to Internal Communications of University Relations if	8help CIO Communications
OSCAR Planned System Outage Frequency: at least a week in advance	Faculty and Staff • Alumni • IT Customers • Emeriti • Long-term visiting scholars and researchers Students • IT Customers Staff	Web – system status page BuckeyeNet News during the quarter (for students) University Libraries page e-mail alert to local IT 8help Phone tree after hours	University Libraries 8help

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	<ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons CIC Libraries OhioLINK 	<p>Remedy ticket</p> <p>email to CIC and OhioLINK listservs</p>	
<p>OSCAR</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty and Staff</p> <ul style="list-style-type: none"> • Alumni • IT Customers <p>• Emeriti</p> <ul style="list-style-type: none"> • Long-term visiting scholars and researchers <p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons CIC Libraries Ohio Link 	<p>Web – system status page</p> <p>University Libraries page</p> <p>e-mail alert to local IT support</p> <p>Remedy ticket</p> <p>8help Phone tree after hours</p> <p>phone call to Internal Communications of University Relations if outage is extreme</p> <p>e-mail to CIC and OhioLINK listservs</p>	<p>University Libraries</p> <p>8help</p>
<p>Account Management</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Staff</p> <ul style="list-style-type: none"> • OUS • Department of Math <p>• IT Central Help Desk</p> <p>• IT local</p> <ul style="list-style-type: none"> • IT administrators • DNAs • Distcons Student Computer Continuing Ed 	<p>Web – system status page</p> <p>e-mail alert to local IT support – DNAs</p> <p>Phone call to Student Computer Centers</p> <p>8help phone tree during</p> <p>Remedy ticket</p>	<p>8help</p> <p>Remedy staff</p>
<p>Account Management</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff</p> <ul style="list-style-type: none"> • OUS • Department of Math <p>• IT Central Help Desk</p> <p>• IT local</p> <ul style="list-style-type: none"> • IT administrators • DNAs 	<p>Web – system status page</p> <p>Targeted e-mail alert to local IT Support – DNAs,</p> <p>Phone call to Student Computer Centers</p> <p>8help phone tree</p>	<p>8help</p> <p>Remedy Staff</p>

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	<ul style="list-style-type: none"> • Distcons <p>Student Computer Continuing Ed</p>	<p>Remedy ticket</p> <p>Account Management web page alert</p>	
<p>Telephony (fiber/cable)</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Staff</p> <ul style="list-style-type: none"> • Targeted impacted users • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • UNITS 	<p>Web – system status page</p> <p>e-mail alert for targeted local IT support</p> <p>Phone call – voice mail targeted to affected users</p> <p>Remedy ticket</p> <p>8help phone tree</p>	<p>8help</p> <p>UNITS</p>
<p>Telephony (fiber/cable)</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff</p> <ul style="list-style-type: none"> • Targeted impacted users • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons • UNITS <p>Video Conferencing Continuing Education Fisher College of Business</p>	<p>Web – system status page</p> <p>e-mail alert for targeted local IT support</p> <p>Phone call – voice mail targeted to affected users</p> <p>Remedy ticket</p> <p>8help phone tree</p> <p>2UNIT phone tree</p> <p>phone call/ e-mail to Internal Communications of University Relations if</p>	<p>8help</p> <p>UNITS</p> <p>CIO Communications</p>
<p>PI Portal</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Faculty</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • Researchers (postdocs) 	<p>Web – system status page</p> <p>e-mail alert to local IT</p> <p>Phone call from OSURF to 8help</p> <p>Remedy ticket</p> <p>targeted e-mail to users</p>	<p>Research Foundation</p> <p>8help</p>
<p>PI Portal</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local 	<p>Web – system status page</p> <p>e-mail alert to local IT support</p> <p>Phone call from OSURF to 8help</p>	<p>Research Foundation</p> <p>8help</p>

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	<ul style="list-style-type: none"> • IT administrators • DNAs • Distcons • Researchers (postdocs) 	Remedy ticket	
<p>Departmental Systems</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers <p>• Emeriti</p> <p>• Long-term visiting scholars and researchers</p> <p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Employees Faculty Students <p>Staff</p> <ul style="list-style-type: none"> • Separated employees • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • Administrators • Researchers (postdocs) External consultants 	<p>Web – 8help system status page</p> <p>College of Nursing, Human Ecology and Document Management have access to the System Status page</p> <p>e-mail alert to 8help and other impacted IT support staff around campus</p> <p>targeted e-mail to impacted users</p> <p>Remedy ticket</p> <p>Web – local site</p> <p>depending on impact - OSUToday and onCampus</p>	Local IT Administrators
<p>Departmental Systems</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti <p>• Long-term visiting scholars and researchers</p> <p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Employees Faculty Students Staff • Separated employees 	<p>Web – 8help system status page entered by department</p> <p>e-mail alert to 8help and other impacted IT support staff around campus</p> <p>targeted e-mail to impacted users</p> <p>Remedy ticket</p> <p>Web – local site</p>	Local IT Administrators

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	<ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • Administrators • Researchers (postdocs) External consultants 		
<p>Oracle Calendar System (9 areas)</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Staff and faculty calendar users</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>Targeted e-mail alert to impacted users and local IT Support</p> <p>Remedy ticket</p> <p>targeted e-mail to calendar users</p>	8help
<p>Oracle Calendar System (9 areas)</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff and Faculty calendar users</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • Remedy staff • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>Targeted e-mail alert to impacted calendar users and local IT Support</p> <p>Phone call to impacted departments and to local contacts</p> <p>Remedy ticket</p>	<p>8help</p> <p>Remedy</p>
<p>Remedy</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Employees</p> <ul style="list-style-type: none"> • Human Ecology, OUS, Accounts Payable, HR Remedy users <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>Targeted e-mail alert for Remedy users and local IT Support</p> <p>Remedy ticket</p>	<p>8help</p> <p>E330Partnership Management</p>
<p>Remedy</p>	<p>Employees</p> <ul style="list-style-type: none"> • Human Ecology, OUS, Accounts Payable, HR 	<p>Web – system status page</p>	<p>8help</p> <p>CIO Communications</p>

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<p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons 	<p>Targeted e-mail alert for users and local IT Support</p> <p>Remedy ticket (work around)</p> <p>CIO e-mail alert to CIO staff</p> <p>Phone call to impacted departments (Human phone call to Internal Communications of University Relations if Alumni Development if duration is lengthy)</p>	<p>Partnership Management</p>
<p>Authentication/ authorization</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Staff</p> <ul style="list-style-type: none"> • Employees • OIT, CIO, HR Help Desk, UNITS, OUS, Human Ecology, Site • 2-OHIO • 2-UNIT • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons Libraries 	<p>Web – system status page</p> <p>Targeted e-mail alert for users and local IT Support</p> <p>Remedy ticket</p>	<p>8help</p>
<p>Authentication/ authorization</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff</p> <ul style="list-style-type: none"> • Employees • OIT, CIO, HR Help Desk, UNITS, OUS, Human Ecology, Site • 2-OHIO • 2-UNIT • IT Central Help Desk * On-call after hours staff • IT local • IT administrators • DNAs • Distcons • administration Libraries 	<p>Web – system status page</p> <p>Targeted e-mail alert for users and local IT Support</p> <p>Remedy ticket</p> <p>8help phone tree</p> <p>Emergency phone tree to deans/VP's/IT staff – if long outage</p> <p>phone call to Internal Communications of University Relations if</p>	<p>8help</p> <p>CIO Communications</p>

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<p>DNS – Domain Name Service</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons 	<p>Remedy ticket</p> <p>e-mail alert DNAs and CIO</p>	<p>8help</p> <p>CIO Communications</p>
<p>DNS – Domain Name Service</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>e-mail alert DNA's and CIO staff</p> <p>8help phone tree</p>	<p>8help</p> <p>CIO Communications</p>
<p>Operational Data Store</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Staff</p> <ul style="list-style-type: none"> • Employees • OUS • Data Warehouse • HR • College and department offices • IT Central Help Desk • Remedy Staff • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>e-mail alert eReport users and local IT Support</p> <p>targeted e-mail to ODS mailing list</p> <p>Web</p> <p>e-mail alert to system owners (developers) get</p>	<p>8help</p> <p>OIT ADS</p> <p>Partnership Management</p>
<p>Operational Data Store</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff</p> <ul style="list-style-type: none"> • Employees • OUS • Data Warehouse users • HR • Advisors list • IT Central Help Desk • Remedy Staff • IT local • IT administrators • DNAs 	<p>Web – system status page</p> <p>e-mail alert to eReport users and local IT Support from OIT Operations</p> <p>Web</p> <p>e-mail alert</p> <p>phone call to Internal Communications of University Relations if</p>	<p>8help</p> <p>OIT Operations</p> <p>Partnership</p> <p>CIO Communications</p>

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	<ul style="list-style-type: none"> • Distcons 		
<p>IMPACT – University Development - web front page</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Staff</p> <ul style="list-style-type: none"> • Employees - University Development users • IT Central Help Desk • local IT staff University Relations 	<p>Web – system status page</p> <p>e-mail alert to users</p>	<p>University Development</p> <p>8help</p>
<p>IMPACT – University Development - web front page</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Staff</p> <ul style="list-style-type: none"> • Employees - University Development users • IT Central Help Desk • local IT staff University Relations 	<p>Web – system status page</p> <p>e-mail alert to users</p> <p>phone call to Internal Communications of University Relations if</p>	<p>University Development</p> <p>8help</p>
<p>OIT Enterprise Server Legacy Applications</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti • Long-term visiting scholars and researchers • Advisors Students • IT Customers Staff • Employees – University Development • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • Administrators • Researchers (postdocs) 	<p>Web – system status page</p> <p>e-mail alert to local IT</p> <p>8help Phone tree during event</p> <p>Remedy ticket</p> <p>OSUToday and Community Notice</p> <p>e-mail notice to Enterprise server listserv</p>	<p>8help</p> <p>OIT Operations</p> <p>CIO Communications</p>
<p>OIT Enterprise Server Legacy Applications</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti • Long-term visiting scholars and researchers 	<p>Web – system status page</p> <p>e-mail alert to local IT Support</p>	<p>8help</p> <p>OIT Operations</p> <p>CIO Communications</p>

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
	<ul style="list-style-type: none"> • Advisors Students • IT Customers Staff • Employees – University Development • Academic users on the mainframe • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • Administrators • Researchers 	<p>8help phone tree during</p> <p>Remedy ticket</p> <p>OSUToday and CommuniTY notice</p> <p>e-mail notice to Enterprise server listserv</p> <p>phone call to Internal Communications of University Relations if</p>	
<p>Central VPN</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<ul style="list-style-type: none"> Staff • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons Office of Disability 	<p>Web – system status page</p> <p>e-mail alert to Disability Services users and local IT support</p> <p>Remedy ticket</p>	8help
<p>Central VPN</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<ul style="list-style-type: none"> Staff • IT Central Help Desk • On-call after hours staff • IT local • IT administrators • DNAs • Distcons Office of Disability 	<p>Web – system status page</p> <p>e-mail alert to local IT support</p> <p>Remedy ticket</p> <p>8help phone tree</p> <p>Phone call to Disability</p>	8help
<p>Dial-in services:</p> <p>OSUWeb.net, HomeNet</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<ul style="list-style-type: none"> Staff • IT Central Help Desk 	<p>Web – system status page</p> <p>Remedy ticket</p>	8help
<p>Dial-in services:</p> <p>OSUWeb.net, HomeNet</p> <p>Unplanned System Outage</p>	<ul style="list-style-type: none"> Staff • IT Central Help Desk • On-call after hours staff 	<p>Web – system status page</p> <p>Remedy ticket</p> <p>2UNIT phone tree</p>	8help UNITS

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
<p>Frequency: as soon as possible</p>	<ul style="list-style-type: none"> • DNA's 	<p>8help phone tree E-mail alert to local IT support OSUWeb.net alert</p>	
<p>Network/wireless</p> <p>Planned System Outage outside of regular maintenance window</p> <p>Frequency: at least a week in advance</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti <p>• Long-term visiting scholars and researchers Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Employees Faculty Students Staff Separated employees <ul style="list-style-type: none"> • IT Central Help Desk • IT local • IT administrators • DNAs • Distcons • Remedy ticket openers • Non-Remedy users • Administrators • Researchers (postdocs) External consultants 	<p>Web – system status page</p> <p>e-mail alert local IT support</p> <p>8help Phone tree during and a little in advance</p> <p>Remedy ticket</p> <p>2UNIT phone tree</p> <p>Personalized to Deans/VP's</p> <p>OSUToday, CommuniTy</p>	<p>8help</p> <p>CIO Communications</p>
<p>Network/wireless</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty</p> <ul style="list-style-type: none"> • IT Customers • Emeriti <p>• Long-term visiting scholars and researchers</p> <p>Students</p> <ul style="list-style-type: none"> • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Employees Faculty <p>Students</p> <p>Staff</p> <p>Separated employees</p> <ul style="list-style-type: none"> • IT Central Help Desk • On-call after hours staff • 4help 	<p>Web – system status page</p> <p>e-mail alert local IT support</p> <p>Remedy ticket</p> <p>8help Phone tree 2UNIT phone tree</p> <p>Personalized message to Deans/VP's/Provost emergency phone list</p> <p>phone call to Internal Communications of University Relations if</p> <p>OSUToday, CommuniTy</p>	<p>8help</p> <p>4help</p> <p>CIO Communications</p>

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
	<ul style="list-style-type: none"> • IT local • IT administrators • DNAs • Distcons • Administrators • Researchers (postdocs) External consultants 		
<p>Ohio Link</p> <p>Planned System Outage</p> <p>Frequency: at least a week in advance</p>	<p>Faculty</p> <p>Students</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk <ul style="list-style-type: none"> • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>e-mail alert to local IT</p> <p>Remedy ticket</p>	<p>Ohio Link</p> <p>University Libraries</p> <p>8help</p>
<p>Ohio Link</p> <p>Unplanned System Outage</p> <p>Frequency: as soon as possible</p>	<p>Faculty</p> <p>Students</p> <p>Staff</p> <ul style="list-style-type: none"> • IT Central Help Desk <ul style="list-style-type: none"> • IT local • IT administrators • DNAs • Distcons 	<p>Web – system status page</p> <p>e-mail alert to local IT Support</p> <p>Remedy ticket</p> <p>University Libraries web site</p> <p>phone call to Internal Communications for</p>	<p>Ohio Link</p> <p>University Libraries</p> <p>8help</p>
<p>Services offered</p> <p>Frequency: keep current on the web; printed materials as scheduled; resource</p>	<p>Faculty, Students, Staff</p> <ul style="list-style-type: none"> • IT Customers <p>Faculty</p> <ul style="list-style-type: none"> • Emeriti • Long-term visiting scholars and researchers <p>Staff</p> <ul style="list-style-type: none"> • Local IT Staff • Retirees (no longer available) • Post docs <p>Prospective</p> <p>Students</p> <p>Parents</p> <p>High schools</p> <p>Affiliates</p>	<p>Web (Knowledge Base)</p> <p>Print materials</p> <p>Phone call to Help Desk</p> <p>Web</p> <p>Print Materials</p> <p>Quarterly News, Lantern, OnCampus insert</p> <p>annual resource guide</p> <p>Web</p> <p>Print materials</p> <p>Web</p> <p>Print materials</p>	<p>CIO Communications</p> <p>8help</p>

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
	OARNet OSC OhioLink	Web Print materials	
<p>Service Changes and Upgrades</p> <p>Frequency: keep current on the web</p>	<p>Faculty, Students, Staff</p> <ul style="list-style-type: none"> • IT Customers <p>Faculty</p> <ul style="list-style-type: none"> • Emeriti • Long-term visiting scholars and researchers <p>Staff</p> <ul style="list-style-type: none"> • Local IT Staff <ul style="list-style-type: none"> • Retirees (no longer available) • Post docs <p>Affiliates</p> <p>OARNet OSC OhioLink</p>	<p>Web (Knowledge Base)</p> <p>Community News OSUToday</p> <p>Buckeye Net News Web Community News OSUToday</p> <p>Local IT Support</p> <p>Web e-mail notice blog or Carmen site</p> <p>Web Community News OSUToday Web Community News</p>	<p>CIO Communications</p> <p>8help</p> <p>Partnership</p> <p>webmasters</p>
<p>Authentication</p> <p>Frequency: keep current on the web</p>	<p>Faculty, Students, Staff</p> <ul style="list-style-type: none"> • IT Customers <p>Temporary users</p> <ul style="list-style-type: none"> • Short-term guest accts <p>Consortia</p> <p>CIC National Lambda Rail Internet2 Third Frontier Network</p>	<p>Web (Knowledge Base) Local IT Support</p> <p>Checklist to Sponsors Web</p>	<p>8help CIO Communications UNITS</p>
<p>Virus and Safe Computing announcements and Security violations and trends</p> <p>Frequency: keep current on the web</p>	<p>Faculty, Students, Staff</p> <ul style="list-style-type: none"> • IT Customers Staff • IT Staff local and central <ul style="list-style-type: none"> • IT administrators • DNA's <ul style="list-style-type: none"> • Users groups, interest groups • listservs, distcons 	<p>Web (Knowledge Base, Community, oit.osu.edu)</p> <p>Local IT Support OSUToday Web- system status page</p> <p>Remedy ticket, Security website e-mail notice, 8help phone tree Web, interest group Blog or Carmen site</p>	<p>8help</p> <p>CIO Security Officer</p> <p>CIO Communications</p>

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
		E-mail list	
<p>Classroom and Public Lab Information, Technology, scheduling</p> <p>Frequency: keep current on the web</p>	<p>Faculty</p> <ul style="list-style-type: none"> • Instructors • Long-term visiting scholars and researchers <p>Students</p> <ul style="list-style-type: none"> • Undergraduate • Graduate <ul style="list-style-type: none"> Instructors Researchers IT staff Professionals <p>Physical facilities</p> <p>local department administrative contacts Building Coordinator Registrar Scheduling Staff</p>	<p>Web</p> <p>Printed materials</p> <p>targeted e-mail, phone call</p>	<p>8help</p> <p>Classroom Help Registrar</p> <p>SCC operations Registrar</p> <p>Classroom Help</p>
<p>Emergency communication</p>			
<p>Software, site licensed, restrictions</p> <p>Frequency: keep current on the web; e-mail to distcons</p>	<p>Faculty</p> <ul style="list-style-type: none"> • Instructors • Researchers • IT Customers • Emeriti • Long-term visiting scholars and researchers <p>Students</p> <ul style="list-style-type: none"> • Undergraduate • Rank 4 Seniors • Graduate • Instructors • Researchers • IT staff • Professionals • IT Customers <p>Staff</p> <ul style="list-style-type: none"> • Employees • Faculty <ul style="list-style-type: none"> Students Staff Separated employees • External consultants <p>Staff</p>	<p>Web (Knowledge Base, Community, Site License web site) OSUToday</p> <p>Local IT Support Targeted e-mail to specific interest groups</p> <p>Web</p> <p>Web OSUToday Local IT support listserv</p> <p>Web Advance e-mail notice</p>	<p>8help</p> <p>Site Licensed Software</p>

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
	<ul style="list-style-type: none"> • IT local <li style="margin-left: 20px;">IT administrators <li style="margin-left: 20px;">DNAs <li style="margin-left: 20px;">Distcons <li style="margin-left: 20px;">Remedy ticket openers • Non•Remedy users • College Purchasing • Researchers (postdocs) 	<p>Targeted email to specific interest groups</p> <p>Web</p> <p>OSUToday</p> <p>Local IT support</p>	
<p>IT News and Events, including TELR, Digital Union and local events</p> <p>Frequency: keep current on the web</p>	<p>Faculty</p> <ul style="list-style-type: none"> • Instructors • IT Customers • Long-term visiting scholars and researchers <p>Students</p> <ul style="list-style-type: none"> • Undergraduates • Graduate • Instructors • Researchers • IT staff • Professionals <p>Staff</p> <ul style="list-style-type: none"> • Local IT Staff • Central IT Staff, including Help Desk 	<p>Web</p> <p>e-mail notices</p> <p>OSUToday</p> <p>CommuniTy, OSU Events calendar, onCampus ads</p> <p>TELR targeted e-mail</p> <p>Web</p> <p>e-mail notices</p> <p>The Lantern</p> <p>Web</p> <p>e-mail notices</p> <p>OSUToday</p> <p>CommuniTy</p>	<p>TELR</p> <p>CIO Communications</p>
<p>Training Opportunities</p> <p>Frequency: keep current on the web</p>	<p>Faculty</p> <ul style="list-style-type: none"> • Instructors • Researchers • IT Customers • Long-term visiting scholars and researchers <p>Students</p> <ul style="list-style-type: none"> • Graduate • Instructors • Researchers • IT staff • Professionals <p>Staff</p> <ul style="list-style-type: none"> • Employees <li style="margin-left: 20px;">Faculty <li style="margin-left: 20px;">Students <li style="margin-left: 20px;">Staff <li style="margin-left: 20px;">Separated employees 	<p>Web (TELR, Digital Union, OIT Short Courses, Training Calendar needed)</p> <p>e-mail notices</p> <p>OSUToday</p> <p>Web (TELR, Digital Union)</p> <p>e-mail notices</p> <p>Web (TELR, Digital Union, Short Courses, Training)</p> <p>e-mail notices</p> <p>OSUToday</p>	<p>8help</p> <p>Partnership Management</p>

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
	<ul style="list-style-type: none"> • IT local IT administrators DNAs Distcons Remedy ticket openers • Non•Remedy users • Researchers (postdocs) 	<p>Blog, Carmen site Web (TELR, Digital Union) e-mail notices</p> <p>Web (TELR, Digital Union) e-mail notices</p>	
<p>Workshops -- Short-term guest accts</p> <p>Checklist for sponsors, who need to know policies for guest accounts and TOAD network authentication</p> <p>Frequency: keep</p>	<p>Temporary users</p> <p>Sponsors</p>	<p>Paper list, TOADS, to be defined later</p> <p>Web (more needed)</p>	<p>8help</p> <p>TOADS needs to develop</p>
<p>Library-related Information</p> <p>Frequency: keep current on the web</p>	<p>Faculty, Students, staff</p> <ul style="list-style-type: none"> • IT Customers • Emeriti • Long-term visiting scholars and researchers 	<p>Web, electronic newsletter, Library Resources annual update</p>	<p>University Libraries</p>
<p>Lifetime e-mail</p> <p>Frequency: keep current on the web</p>	<p>Students</p> <ul style="list-style-type: none"> • Rank 4 Seniors Alumni OHR (retirees) 	<p>Web (Knowledge Base)</p> <p>e-mail notice</p>	<p>8help</p> <p>Alumni Development</p>
<p>Proposed technology policy changes and current technology policy</p> <p>Frequency: keep current on the web</p>	<p>Students</p> <ul style="list-style-type: none"> • Advisory USG CGS IPC Staff (Advance Notice) • IT local IT administrators DNAs Distcons Remedy ticket openers Non•Remedy users • Central IT Staff 	<p>Web</p> <p>Local IT Support</p> <p>*help Knowledge base</p> <p>e-mail notice meetings Broadcast comment period Carmen blog CommuniTY CIO web site</p>	<p>CIO Policy</p> <p>CIO Communications</p> <p>Deans</p> <p>President's Cabinet</p>

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
	Administrative • Library and IT Council • Coordinating Council	meetings	
Local service availability and outages Frequency: keep current	Staff • IT Central Help Desk	Phone call e-mail Remedy ticket Web – system status page	Local IT Administrators
Local contact information, developing and keeping up to date Frequency: keep	Staff • IT Central Help Desk	Knowledge Base Blog, Carmen site Mail servers	Owner?, Remedy database
Local systems, restrictions, policies (system lock downs, firewalls) Frequency: keep	Staff • IT Central Help Desk	Knowledge Base Blog, Carmen site	local IT
Changes in CIO areas, advance notice Frequency: keep Public Notice	Staff • IT local IT administrators DNAs Distcons Faculty, staff, students	e-mail notice blog, Carmen site RSS Feeds Web OSUToday	CIO Communications
Quarterly Stats on college use of services through Lord Hall, Carmen, Help Desk calls (like report given at deans annual meeting) Frequency: quarterly	Staff • IT local IT administrators DNAs Distcons • Deans	e-mail blog, Carmen site	CIO Communications
Identification of local IT administrators as deans' liaison to CIO and to serve as local contact points	Staff	Knowledge Base	CIO Communications

Ohio State IT Communication Plan

Communication Need	Stakeholders	Communication Method	Responsible Party
Frequency: keep	<ul style="list-style-type: none"> • IT local IT administrators DNAs Distcons Partnership Management 	Blog, Carmen site	
RCAC and Council on Libraries and IT minutes widely shared Frequency: keep	Staff <ul style="list-style-type: none"> • Researchers (postdocs) Faculty <ul style="list-style-type: none"> • Researchers 	Web Web	CIO Communications
Dashboard indicators, Annual Report indicators, Annual * Spending • Student records • Course equivalencies • Subsidy files Frequency: as needed	Staff <ul style="list-style-type: none"> • Administrators Council of Deans Coordinating Council Planning cabinet Senior fiscal officers HR professionals Faculty Senate • Board of Regents 	Single point of contact in the CIO Office Budget Guidance Process	CIO Communications
Community announcements, broadcast and outreach needs Frequency: as needed	Staff <ul style="list-style-type: none"> • Users groups • listservs Alumni Special Relationships <ul style="list-style-type: none"> • State agencies • High School distance • Learning (New Albany) • P12 • Continuing Ed 	Web e-mail blog, Carmen site Web Print materials Web External media	CIO Communications
Who to Contact in IT• External Requests Frequency: keep	OSURF Libraries Medical Center OSU Extension Media Special Relationships <ul style="list-style-type: none"> • State agencies • High School distance learning (New Albany) <ul style="list-style-type: none"> • P12 • Continuing Ed 	Web Print Materials	University Relations, Local Communication

