



*A University Worth Discovering*

## **WNMU IT CRISIS COMMUNICATIONS PLAN**

The Director of Information Technology (CIO) will make the decision to implement the communications plan based on the condition of the operating systems. The Director of Communications will communicate this decision to the appropriate stakeholders.

### **COMMUNICATIONS NEED**

Planned System Outage

### **STAKEHOLDERS**

Students, Faculty, Staff

### **COMMUNICATION METHOD**

1. IT Answering System
2. Email alert to impacted departments on campus.
3. Email alert on Mustang Express

Email to affected parties will describe the type of outage and expected time of recovery. It will also make reference to IT Answering System.

IT Answering System is available 24/7 to all constituencies. Interested parties can call 575-538-6466 to receive an update on IT status of any related system outages. Message will indicate if no outages present.

### **FREQUENCY**

At least 24 hours in advance

### **RESPONSIBLE PARTIES**

Director of Communications, IT Administrators

**COMMUNICATIONS NEED**

Unplanned System Outage

**STAKEHOLDERS**

Students, Faculty, Staff

**COMMUNICATION METHOD**

1. Phone call to impacted departments on campus
2. IT Answering System

Phone call to affected parties will describe the type of outage and expected time of recovery. It will also make reference to IT Answering System.

IT Department answering system is available 24/7 to all constituencies. Interested parties can call 575-538-6466 to receive an update on IT status of any related system outages. Message will indicate if no outages present.

**FREQUENCY**

As soon as possible.

**RESPONSIBLE PARTIES**

IT Administrators, Director of Communications

**Faculty Considerations**

1. Academic departments should make every effort to inform students when an outage will affect classes or assignments.
2. Faculty should discuss the IT Answering System with students and provide phone number.