

**CITY OF NEW BERN
ADMINISTRATIVE ORDERS
OF THE CITY MANAGER**

ADMISTRATIVE ORDER 5.6
Subject: IT SYSTEM OUTAGE STANDARD OPERATING PROCEDURE
To: All City Employees
From: Mark Stephens, City Manager
Maintained By: Information Technology
Date: January 2017
New Policy

Introduction

The City of New Bern's information technology (IT) systems are a vital part of the City's infrastructure and are critical to the operation of the municipal government. Maintenance and upkeep of these systems is necessary to ensure those operations can continue efficiently and securely. Additionally, emergency system maintenance may be required due to events that cannot be predicted or planned in advance. Either of these circumstances may result in IT systems operating in a degraded mode or being offline entirely for some period of time.

The IT Division's goal is to perform maintenance actions quickly, efficiently and at a time that results in minimal disruption to the operations of the city government. Achieving that goal requires a partnership with the various City departments to plan and communicate maintenance outages to ensure that key leaders and the user base are aware of and, to the maximum extent possible, have the ability to plan for service disruptions and outages.

Scope

This policy and Standard Operating Procedure (SOP) applies to all scheduled and emergency maintenance activities where it is reasonably expected that an IT system outage will be necessary or where an unplanned outage has either already occurred or is necessary to restore the system to normal operations. Execution of the processes described in this document is mandatory for all City personnel.

System Outage Procedures

The IT Division is responsible for the initiation of the system maintenance outage SOP and ensuring its proper execution. The points of contact identified in Appendix 1 are responsible for reviewing and providing concurrence or non-concurrence for planned system maintenance outages and the review of communications regarding both planned and emergency system maintenance outages.

1. Procedural Waivers

The procedures defined in this document may be waived in part or in whole at the discretion of the City Manager, Assistant City Manager, or IT Manager as appropriate in a given circumstance. The preferred method for communication of a waiver is an official memorandum to all relevant parties. Other methods of communicating a waiver may be used if dictated by circumstances, but whatever method is used shall result in the generation of documentation of the rationale for the waiver which can be retained for an appropriate period of time.

2. Definitions

Table 1 documents the definitions that are applicable to this document.

Outage	An event resulting in a total or partial loss of access or a significant performance degradation to the functions of an IT system.
Planned Outage	An outage required for any purpose that can be scheduled in advance.
Emergency Outage	An unplanned outage that occurs due to a system malfunction or which, due to emergent requirements, cannot wait for the time required to follow the normal approval and notification process for a scheduled outage.
Concurrence List	Contact list of department representatives who will receive notifications of prospective scheduled outages and will reply with their concurrence or non-concurrence for the proposed time. See Appendix 1 for concurrence list points of contact.
Concurrence Window	Time allocated for concurrence list members to review an outage request and respond with a concurrence or non-concurrence. The standard concurrence window is five business days.
Outage Communications Template	The template to be used to disseminate information regarding both planned and emergency maintenance outages.
Maintenance Window	A recurring block of time during which scheduled outages will normally occur. The maintenance window is generally the 3 rd Saturday and Sunday of each month; however, outages can be scheduled at any other time with approval from the concurrence list.
Technology Outage Calendar	An online calendar which lists all scheduled outages that have been approved by the concurrence list. Extended emergency outages may also be listed on the outage calendar as a part of the overall communications plan. The Technology Outage Calendar can be viewed on the Technology Outage page of the City's SharePoint site. A direct link can be found at https://sharepoint.newbern-nc.org/Lists/Technology%20Outage%20Calendar/calendar.aspx .
Critical outage	Outage that impacts systems that put public safety or city financial interests at high risk.
Non-critical outage	Any outage other than critical.

Table 1. Definitions

3. Planned Maintenance Outages

Planned maintenance outages will be conducted in accordance with the process documented in Table 2 below.

1	Notify the concurrence list of planned maintenance activity a minimum of ten business days in advance using the communications template defined in Appendix 2.	IT Division
2	Review outage notification and provide concurrence, or contact IT regarding any issues with the planned maintenance activity. <ul style="list-style-type: none">• Not responding to the concurrence notification during the concurrence window will be considered as concurrence with the planned maintenance activity and schedule.	Concurrence list
3	Review responses by concurrence list members and resolve any scheduling conflicts.	IT Division, Concurrence list
4	Verify final approval for scheduled maintenance.	IT Division
5	Notify concurrence list and end user base of planned maintenance activity using the outage communications template.	IT Division
6	Update outage calendar	IT Division
7	Perform maintenance activity and provide status updates to all affected parties a minimum of every four hours if the activity exceeds the anticipated duration of the outage.	IT Division, IT Manager
8	Notify concurrence list and end user base of maintenance completion.	IT Division

Table 2. Planned Maintenance Outage Procedure

4. Emergency Maintenance Outages

Emergency maintenance outages will be conducted in accordance with the process documented in Table 3 below.

1	Notify concurrence list and end user base of emergency maintenance outage activity using outage communications template as soon as it is feasible to do so.	IT Manager
2	<p>Perform emergency maintenance activity and provide status updates to the concurrence list at a minimum based on severity of outage.</p> <ul style="list-style-type: none"> • Critical – Every 1-2 hours • Non-Critical – Every 4 hours <p>This schedule represents the maximum time that should elapse between status updates. Status updates should be released as frequently as necessary to ensure that users impacted by the outage are aware of the currently projected service restoration time or of any actions that they should take.</p>	IT Division, IT Manager
3	For extended outages, update the outage calendar	IT Division
4	Notify concurrence list and end user base of maintenance completion	IT Division

Table 3. Emergency Outage Procedure

Contact Information

Questions and concerns regarding this procedure may be directed to the Information Technology Manager at 252-639-2782 or gatlint@newbern-nc.org.

Modifications to System Outage SOP

This is an Administrative Policy and may be modified at the discretion of the City Manager and/or the Board of Aldermen of the City of New Bern.



 Mark A. Stephens
 City Manager

 01/24/17
 Date

Appendix 1. Concurrence List

The IT Division will maintain an email distribution list containing all personnel identified in the concurrence list. It is the responsibility of each department to identify sufficient personnel and alternates to ensure that their operational interests are adequately represented in the scheduling of planned IT system maintenance outages, and that status information is sufficiently disseminated during emergency outages. It is also the responsibility of each department to promptly notify the IT Division of any needed updates to concurrence list personnel necessitated by events such as personnel changes.

Concurrence List		
General Administration	City Manager	Assistant City Manager
Board of Aldermen	City Clerk	Deputy City Clerk
Utilities	Utilities Director	City Engineer
Police	Chief of Police	Police Services Commander
Fire	Fire/Rescue Chief	Fire/Rescue Administrative Assistant and Fire Marshal
Public Works	Director of Public Works	Public Works Administrative Assistant
Human Resources	Director of Human Resources	Assistant Director of Human Resources
Parks & Recreation	Director of Parks and Recreation	Parks and Recreation Administrative Assistant
Development Services	Director of Development Services	Development Services Administrative Assistant
Finance	Director of Finance	Accounting Manager and Utility Business Office Manager

Appendix 2. Outage Communications Template

Information regarding planned system outages will be sent via email to the concurrence list members and/or city system users and will include the following information about the event:

- Purpose or cause of the outage
- Date and time of the outage
- System(s) impacted
- Anticipated duration
- Anticipated extent/effects of the outage on each impacted system
- IT system users who will be impacted
- Concurrence window end date
 - Minimum of five business days from release of outage concurrence request
 - Not applicable for emergency outages

Appendix 3. Outage Process Flow Diagram

