

MEM – CC – DHS Services Portal Planned Outages

Purpose:

This procedure explains what happens when DHS Services Portal planned outages will occur.

Identification of Roles:

ELIAS Helpdesk Supervisor (EHS)
IT Helpdesk Level 2 (IT2)

Performance Standards:

Planned outages occur during pre-scheduled windows of system downtime. Planned outages are communicated to the Member Services call center one business day in advance.

Path of Business Procedure:

Step 1: A designated point of contact from the IT Helpdesk Level 2 (IT2) informs the Member Services call center via email of a planned outage.

Step 2: The ELIAS Helpdesk Supervisor (EHS) creates a new email message to be sent to the ELIAS distribution list.

- a. In the subject field, EHS will type “ELIAS Helpdesk Message – Planned Outage for DHS Services Portal”.
- b. In the email message, EHS will state the date(s) and time(s) for the planned outage.
- c. EHS instructs recipients to send email to the ELIAS Level 1 Helpdesk if there are any questions or if additional information is needed.

Step 3: EHS will send email to the ELIAS distribution list.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

N/A

Attachments:

N/A