

## **MEM – ELIAS Planned Outages**

### **Purpose:**

This procedure explains what happens when ELIAS planned outages will occur.

### **Identification of Roles:**

ELIAS Helpdesk Supervisor (EHS)  
IT Helpdesk Level 2 (IT2)  
ELIAS Level 1 Helpdesk

### **Performance Standards:**

Planned outages occur during pre-scheduled windows of system downtime. Planned outages are communicated to the DHS Contact 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 DHS Contact 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 ELIAS”.
- b. In the email message, EHS will state the date(s) and time(s) for the planned outage.
- c. EHS instructs recipients to send an 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