

## **MEM – MPEP Unplanned Outages**

### **Purpose:**

This procedure explains what happens when MPEP unplanned outages occur.

### **Identification of Roles:**

Helpdesk Supervisor (HS)  
IT Helpdesk Level 2 (IT2)

### **Performance Standards:**

Outages may result from unplanned disruptions that render MPEP inoperable.  
Unplanned outages are communicated to the DHS Contact Center.

### **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 an unplanned outage.

Step 2: The Helpdesk Supervisor (HS) creates a new email message to be sent to the MPEP Distribution List.

- a. In the subject field, HS will type 'MPEP Helpdesk Message – Unplanned Outage for MPEP.'
- b. In the email message, HS will state the date(s) and time(s) (if applicable) for the unplanned outage.
- c. HS instructs recipients to send an email to the MPEP Helpdesk if there are any questions or additional information is needed.

Step 3: HS will send email to the MPEP Distribution List.

### **Forms/Reports:**

N/A

### **RFP References:**

N/A

### **Interfaces:**

N/A

### **Attachments:**

N/A

