

MEM – MPEP Planned Outages

Purpose:

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

Identification of Roles:

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

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

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

Forms/Reports:

RFP References:

Interfaces:

Attachments:

