



# When an outage occurs CIT takes ACTION

**A**cknowledge there is an issue

**C**ontact the NOC (Call 5-9900 or email [noc@cornell.edu](mailto:noc@cornell.edu))

**T**ake steps to assess the situation

**I**dentify affected services

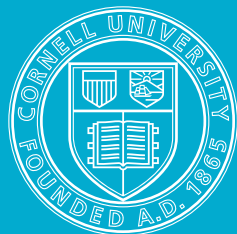
**O**wn and fix the issue

**N**otify and update campus regularly

**Report then Resolve**

Call **5-9900**

Email **[noc@cornell.edu](mailto:noc@cornell.edu)**



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