CIT planned service outage template

**Purpose:** Announce planned service outages that will affect a large portion of campus for several hours. ¹

This template is used for communicating with end users as well as technical support providers.

¹ Some CIT services have existing methods for communicating directly with the users of their services. Outages of those services may be better handled using those methods.

download this information - Planned Service Outage template (MS Word)

From: Information Technologies Special Bulletins

Subject: Month Dates Outage [KEY SERVICE NAMES] -- for example, Apr. 4-9 Outage of All HR/Payroll systems

[DISTRIBUTION DISCLAIMER] (Please excuse duplicate messages you might receive as a result of CIT's efforts to provide this information to Net-Admin-L and CIT-Alert-L.)

**Paragraph 1** to include this info:

- Date, start and end times of the outage, and services affected (if more than 5, consider listing most popular 2-3 services and then providing the entire list at the end of the message and/or pointing to a URL).
- [WHEN APPLICABLE] Specify which groups of people and platforms are affected.

*For example:* From 2 a.m. to 3 a.m. on Saturday, August 4, Cornell's primary commodity Internet connection -- along with NLR, NeLR, Internet2, and the Teragrid -- will be unavailable. Cornell's backup commodity Internet connection will still be available, so there should *not* be any interruption in general Internet use for the campus community, or in the use of the campus networks. **Paragraph 2** to include this info:

- Why the outage is needed (in high-level, low-tech terms)
- [WHEN APPLICABLE] For more information, please see [URL]

*For example:* This outage is necessary so that One Communication, the provider of Cornell's primary Internet connection, can repair damaged fiber. CIT staff will test and verify the repaired fiber. Questions or concerns may be directed to Ed Kiefer at ehk8@cornell.edu or 254-6749.

[Additional paragraphs as needed] to provide adequate detail on the impact of the outage.

Thanks for your patience and understanding.

Person's name (OPTIONAL)
Cornell Information Technologies
CIT division or group (OPTIONAL)
E-mail address (OPTIONAL)
URL (OPTIONAL)

*For example:*

Cornell Information Technologies
Network and Communication Services

**view sample 1**

From: "Information Technologies Special Bulletins"
Subject: Aug. 4, 2-3 AM, CU Internet repair

The following message is going to Net-Admin, Net-Announce, CIT-Alert, and CIT-All. Please excuse duplicates you may receive as a result, and please forward as needed.

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From 2 a.m. to 3 a.m. on Saturday, August 4, Cornell's primary commodity Internet connection -- along with NLR, NeLR, Internet2, and the Teragrid -- will be unavailable.

Cornell's backup commodity Internet connection will still be available, so there should *not* be any interruption in general Internet use for the campus community, or in the use of the campus networks.

The Teragrid will remain unavailable during the outage. Most of the sites on NLR, NeLR, and Internet2 will be reachable via Cornell's backup connection.

Please note that the backup connection is lower speed (100 Mbps) than the primary connection, so performance may seem slower than usual. The user community is asked to defer high-bandwidth traffic during the outage to preserve usability for the community at large.

This outage is necessary so that One Communication, the provider of Cornell's primary Internet connection, can repair damaged fiber. CIT staff will test and verify the repaired fiber.

Questions or concerns may be directed to Ed Kiefer at ehk8@cornell.edu or 254-6749.

Thank you for your understanding.
From: "Information Technologies Special Bulletins"
Subject: 11/1 Emergency Outage - Core Network Routers

Thursday, Nov. 1, 5-7 am, Cornell Information Technologies will be doing an emergency upgrade of the core network routers to correct a memory issue.

The impact on the campus's ability to reach the off-campus Internet should be minimal, since the routers are mostly redundant.

The only exception is multicast (including CUTV), which is currently served by only one router. When that router is upgraded, multicast will not be available for an estimated 10-15 minutes.

There is a possibility that Cornell's connections to the Internet may be unstable for very short periods of time during the upgrade period. Trying again should restore the connection for anyone who might experience this.

Thanks for your understanding.

Cornell Information Technologies
Network & Communication Services

From: "Information Technologies Special Bulletins"
Subject: Aug. 5 Outage of Campus IT Services

The following message is going to Net-Admin, Net-Announce, CIT-Alert, and CIT-All. Please excuse duplicates you may receive as a result, and please forward as needed.

Also please note: A bulk e-mail focused on the e-mail outage will be sent the week of July 30 to all users of CIT's e-mail services.

From 5 a.m. to 2 p.m. on Sunday, August 5, many central computing services will be unavailable.

Affected services include e-mail, Cornell University Library online services, CUinfo, Blackboard, the Electronic Directory, Cornell mailing lists, PeopleSoft, and many others.

Please see the end of this message for the complete list.

Cornell's main site (www.cornell.edu) is expected to be available during this outage, with the exception of some features, such as the event calendar.

You should be able to access the Internet and Cornell online services that are not affected by the outage. We expect that ResNet, RedRover, building networks, EZ-Remote, Express Lane, Kerberos, and CUWebLogin will all be available.

This outage is necessary so that CIT can upgrade the switches in its server room.

During the outage, concerns or questions can be directed to 255-9900.

Thanks for your patience and understanding.

Cornell Information Technologies
Network and Communication Services
Systems and Operations
Information Systems

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Computing services unavailable during Aug. 5 shutdown (5 a.m. through 2 p.m.)

This list represents many, but not necessarily all, of the services that will be affected.

- E-mail services, including Eudora, Thunderbird, WebMail, and uPortal.Cornell E-mail (all mail will be delivered when outage is over)
- eList (Cornell's mailing lists)
- Directory services (including Electronic Directory, LDAP, and Who I Am)
- CUinfo (www.cuinfo.cornell.edu)
- Blackboard
- Cornell University Library online services
- Course sites hosted on Instruct1
- Course Technologies web hosting
- Faculty Support Services discussion boards
- HeinOnline law journals (heinonline.org)
- Instruct3/Research accounts and web sites
- Instructional streaming audio/video service
- Law School services on LAW1 server

- Computing at Cornell web site (www.cit.cornell.edu)
- Cornell events calendar
- CU People web pages
- CyberTower (cybertower.cornell.edu)
- EZ Backup
- Lab of Ornithology web site (www.birds.cornell.edu)
- Net-Print (printing in labs, public spaces)
- NUBB (Network Usage-Based Billing)
- Oracle Calendar

- PeopleSoft
- Human Resources and Facilities web services
- Many administrative systems (COLTS II and Kronos, Conflict of Interest, CoursEnroll, Faculty Advisor, Grad School systems (Field Reports, RUR, SCSC), Joint Records Processing, Just the Facts, PEDL (Position and Employee Data Lookup), Registrar Transcripts, SES (Student Employment System), SJP (Student Job Postings), SPD (Staff Position Description), WTL (Warning and Termination Letters))

- Active Directory
- ARTS imaging
- CATS (Asset Transfer System)
- CIT FTP server
- CITFS
- CornellC mainframe
- EZ-Print
- EZRA (Easy Research Administration)
- GuestID self-service
- Identity Management Developers web site
- Identity Management Request Tracker
- KEW HR Data Access
- kProxy
- NetID Administrator
- NetID Manager (activation, password reset)
- Pinnacle billing
- Policy Acknowledgment Architecture
- Request Tracker (RT)
- ResNet registration server
- Remedy
- Shibboleth
- SourceForge
- SSL certificate service
- UseNet
- Vantive
- VPN
- WebSurveyor (CIT-hosted)