ICT service status communications diagram

Note: The following diagram only applies to P1 and P2 incidents contained in the black box in the Priority matrix.

**Declare**
Declare imminent or major incident

1. Phone business application owner
   MIM EP
2. Provide technical update to All ITS using current MI template
   MIM MIM
3. Email ICT-service-status and Executive-business-contacts list
   MIM EP
4. Update ICT service status web page
   MIM SD
5. Update Service Desk recording
   MIM SD
6. Email all staff
   MIM EP
7. Post myRMIT announcement
   MIM EP
8. Send details to University Communications
   MIM EP

**Update**
Provide updates on status of major incident

1. Update all channels used to declare incident
   MIM

**Restore**
Notify when service is restored

1. Update all channels used to declare incident
   MIM

**Priority matrix**

<table>
<thead>
<tr>
<th>Impact</th>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>P4</td>
<td>P4</td>
<td>P3</td>
</tr>
<tr>
<td>Floor / lab(10+) / course</td>
<td>P4</td>
<td>P3</td>
<td>P2</td>
</tr>
<tr>
<td>Building (50+) / College</td>
<td>P3</td>
<td><strong>P2</strong></td>
<td><strong>P1</strong></td>
</tr>
<tr>
<td>Campus wide</td>
<td>P3</td>
<td><strong>P2</strong></td>
<td><strong>P1</strong></td>
</tr>
<tr>
<td>University wide</td>
<td>P3</td>
<td><strong>P1</strong></td>
<td><strong>P1</strong></td>
</tr>
</tbody>
</table>

Urgency (service category)

- **P1** = P1 incident
- **P2** = P2 incident

MIM = Major Incident Manager
SD = ITS Service Desk
EP = ICT Engagement and Planning

BLUE = owner of task
PINK = actioner of task