



Emergency Response Line

The Information Technology and Services Department maintains an emergency response line for critical problems that occur outside of the hours the IT&S Help Desk is open. The IT&S Help Desk is open during the following hours.

During the academic year when classes are in session

M-Th 8:30 a.m.-10 p.m.
F 8:30 a.m.-5 p.m.
Sat 8:30 a.m.-5 p.m.
Sun 6-10 p.m.

All other times the college is open

M-F 8:30 a.m.-5 p.m.

What constitutes an emergency:

The emergency response line is meant to be used by staff and faculty to report **broad outages** of the following functions:

Notes

Print services (i.e. outages of multiple printers)

Campus networking, including Internet

Guilford College Website

Banner

Access to share spaces

Remote access (when available)

Library functions (PALS and Web2)

Phone services

"**Broad**" is defined as campus-wide, building-wide, or consortium-wide (in the case of library functions).

The emergency response line is **not** a 24 hour Help Desk. You will be asked to call x2525 and report problems to the Help Desk if the on-call staff member determines that is the appropriate course of action.

Note: IT&S reserves the time between 6 p.m. Friday and 6 a.m. Saturday to perform maintenance on the network and servers. Access to the above functions may not be available during these hours.

What you should do first when you believe a broad outage exists:

When the Help Desk is open	When the Help Desk is <i>not</i> open
<p>If the broad outage is not affecting the Guilford College website, then check www.guilford.edu/its. Any information regarding broad outages will be listed on the right-hand side of the webpage.</p> <p>If there is no outage listed then call 316-2525 to report the problem.</p> <p>A Guilford staff member will contact the appropriate staff member or the designated on-call staff to address the problem.</p>	<p>If the broad outage is not affecting the Guilford College website, then check www.guilford.edu/its. Any information regarding broad outages will be listed on the right-hand side of the webpage.</p> <p>If there is no outage listed, attempt to verify that the problem is broad as defined above. (For example, being unable to print to a single printer is not broad; everyone being unable to print to any printer is broad.)</p> <p>If the problem appears to be broad, contact the emergency response line (see below).</p>

How to contact the emergency response line and what happens next:

If the problem is broad and if www.guilford.edu/its does not contain any information about it, then you should call 580-6132. You should be prepared to work with the person who responds in identifying the nature and breadth of the problem and assisting with other troubleshooting.

The designated on-call staff member will often answer immediately and will ask you questions about the problem. If the problem does not constitute an emergency or broad outage as defined above, you will be instructed to leave voicemail with the IT&S Help Desk at 316-2525 in order to obtain assistance when the Help Desk reopens.

If a staff member cannot answer immediately, you should leave voicemail describing the problem and include a phone number where you can be reached. A staff member will call back within 30 minutes. You must be available until the staff member returns the call.

The original caller will be informed of the problem's resolution (or status, if the problem cannot be resolved until the next business day). www.guilford.edu/its will be updated with information about the problem and any resolution or status.