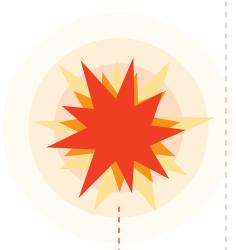# IT Major Incident Comms Process

Major Incident Declared	Discovery and information gathering (up to 15 min)	Initial Comms (up to 30 min)	Secondary Comms (30-45 min)

Step One

IT Major Incident Manager

Liaises with other IT staff, determines the nature of the problem.

Sends all relevant information by email to **Internal Comms** and **IT Comms** using an agreed format structure (including a standardised Subject line to trigger email processing rules).

Step Two

Internal Comms

1) Turn that information into comms-friendly text

2) Post that info to canvas

3) Inform IT Services when canvas update is in place, **plus** whether or not they wish IT Comms to:

   a) send out an email

   b) post to IT social media

IT Comms

Send SMS text message to appropriate recipient groups.

Step Three

Internal Comms

Send any student-facing comms (email, social media, etc)

IT Comms

1) Update MySupport using Canvas article as text

2) Send email (if requested)

3) Post to IT social media accounts (if requested)

Repeat steps 1-3 for situation updates