

**1. Purpose**

This document describes a policy in the event of an incident which disrupts the cloud web hosting services.

**2. Policies**

- a. Priorities (in order of importance):
  - i. Investigate/fix the underlying cause of the incident.
  - ii. Restore services.
- b. Initial Discovery:
  - i. CCI Systems Team will be notified by the internal monitoring system of an incident. This will happen via email for Warnings, Problems and Critical Alerts. Additionally Critical Alerts will be sent via text message to the phones of the CCI Systems Team.
  - ii. CCI Systems Team will be notified of Cloud Hosting Environment issues via email and SMS.
  - iii. CCI Systems Team will notify CCI Management of the incident. A quick assessment of the severity should be determined.
  - iv. CCI Management will make the decision if/when to notify client. However, in the case of a critical outage, the client will be notified immediately.
- c. Incident Repair/Response
  - i. It is the responsibility of the cloud provider to address any issues pertaining to physical equipment within their environment.
  - ii. CCI Systems Team will make a determination as to whether or not service can be continued.
  - iii. CCI Systems Team will apprise CCI Management of their status. It is important that CCI Management deal with clients and other CCI Staff to allow the Systems Team to work unimpeded.
  - iv. Upon finding the cause, CCI Systems Team will attempt to give CCI Management an estimated time for repair. CCI Management will notify the client of this estimated downtime if more than 30 minutes to resolve.
  - v. The decision to repair or rebuild a new system will be determined by the Systems Team.
  - vi. If the incident is caused by an application, CCI Application Developers may be required to assist the Systems Team in fixing the problem.

**3. Enforcement**

- a. Incident Management is the responsibility of the CCI Systems Team and CCI Management.
- b. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

**4. Revision History**

08/24/2010

- Originated

08/26/2021

- Reviewed

08/31/2022

- Reviewed

08/31/2023

- Reviewed