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What happens when the lights go out

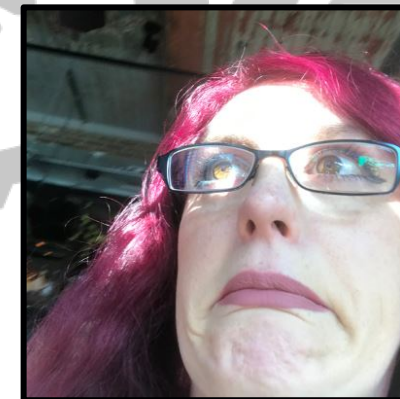


Me, Me, Me



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Antonia Jones



All about the team



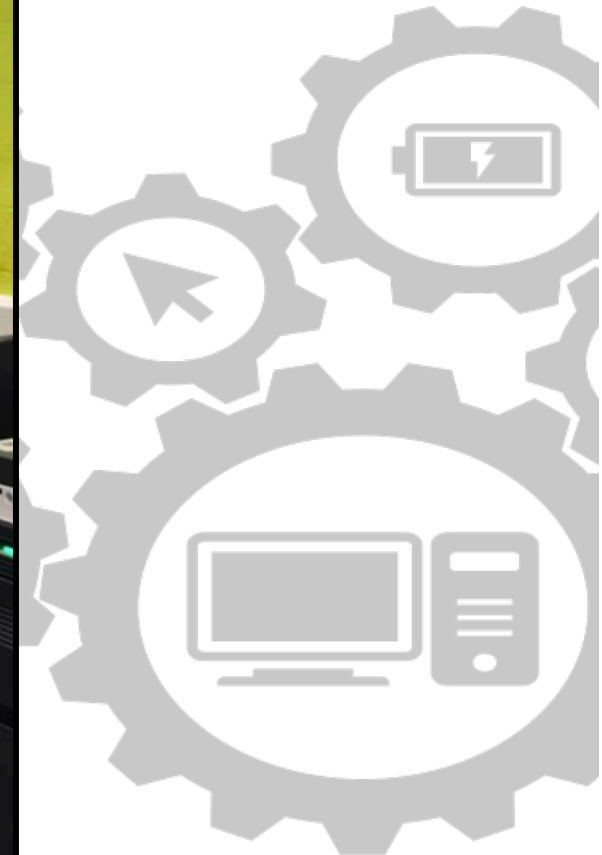
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All about the support



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Which one do you think had a plan?



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Disaster Recovery Process- What? Why? How?



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Disaster Recovery

✓	📄	Name	...
	📁	Archive	...
	📄	ACD REMOTE LOGIN quick guide	...
	📄	Business Continuity and Emergency Procedures	...
	📄	Call Logging Sheet	...
	📄	Disaster Recovery - IT Service Desk Opening and Closing Procedures	...
	📄	Disaster Recovery - Sending SMS messages using NaSA Mobile Network	...
	📄	Disaster Recovery- DrayTek BoxNasa Mobile Network Router	...
	📄	Disaster Recovery- IT Service Desk Emergency Procedures	...
	📄	Disaster Recovery- IT Service Desk Handbook V7	...
	📄	Disaster Recovery- User Admin Emergency Procedures	...
	📄	IT Service Desk Emergency Black Box Checklist	...
	🚫	Service Desk is closed	...

Incident Management Processes

✓	📄	Name
	📄	Incident Management Process
	📄	IT Service Desk Major Incident Checklist
✓	📄	Major Incident Communications
	📄	Service Status Page Support Process



QUICKLINKS ▾

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IT

INCIDENTS 6 REQUESTS 5 KNOWLEDGE ▾ CATALOGUE SERVICE STATUS Antonia Jones

HOME > SERVICE STATUS

Search 🔍

Current Status

Notifications about known service interruptions are posted here. If your issue is not listed on this page, you can submit an Incident here.

We are not currently aware of any service issues.

Planned Maintenance

We publish information on planned service availability below. This includes events occurring over the next 5 days.

Planned maintenance - IT Service Management

It begins...



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IT



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Major Incident Initiated



What's happening?

There is currently no power to a large part of the E C Stoner Building. We believe that this is due to an issue with the generator powering the building. This is being investigated as a matter of priority

Affected service

Electricity to the E C Stoner building and any service equipment within it

Who is it affecting?

All people situated within the E C Stoner building and any users using services which may be affected by this

What are we doing about it?

Estates Services are investigating as a matter of priority.

One does not
simply
Leave
the Service Desk

quickmeme.com

It intensifies...



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It can't get worse...



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Me: "things can't possibly get any worse"
Things:



And we're back....out of the office



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Immediately after...



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Neverending journey...



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continuous
IMPROVEMENT
is better than
DELAYED
perfection

“Excellence
is not a destination;
it is a continuous
journey that
never ends.”

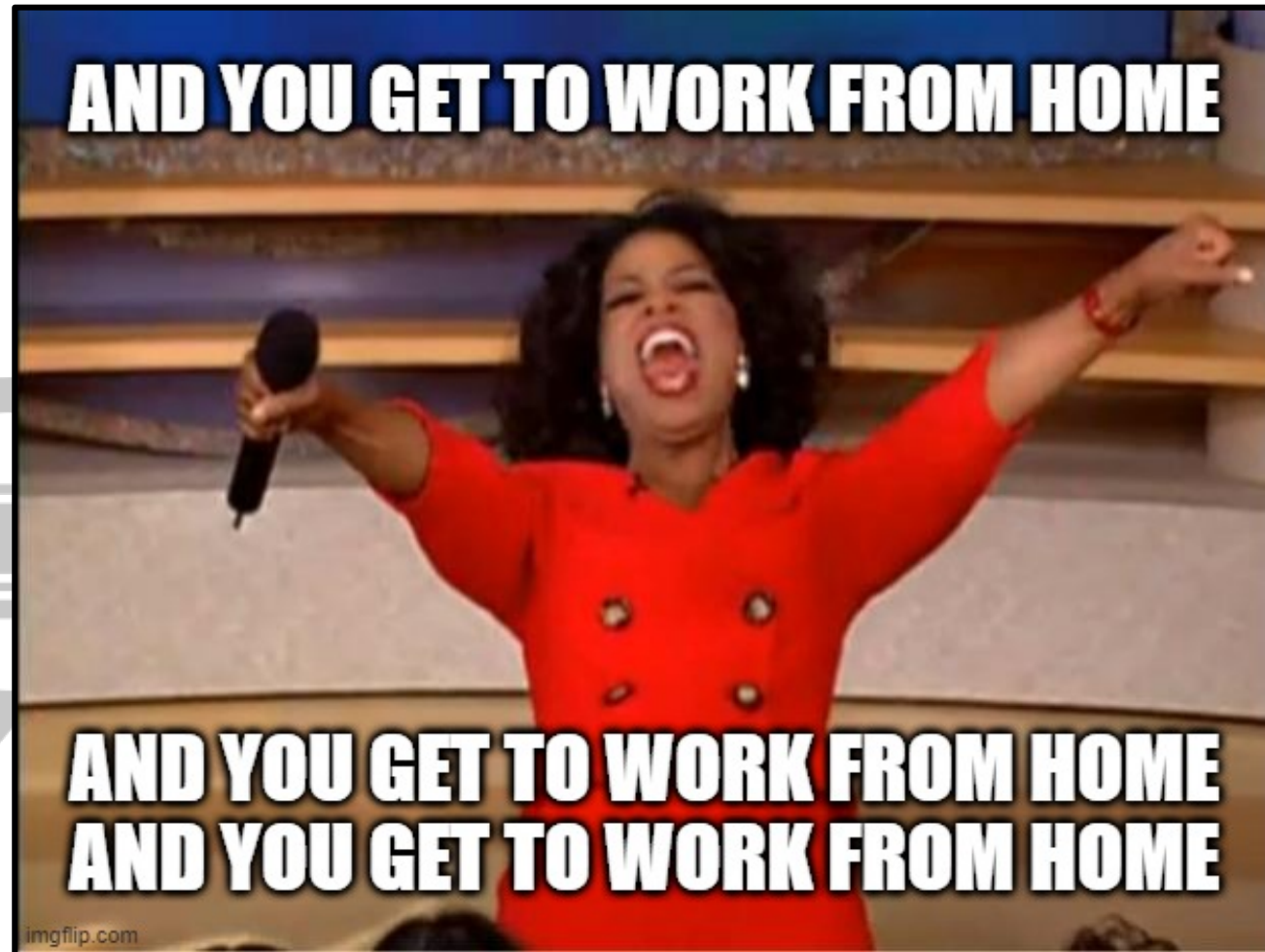
Brian Tracy

POWER IS *gained by*
SHARING KNOWLEDGE
(NOT HOARDING IT)

Here we go again....



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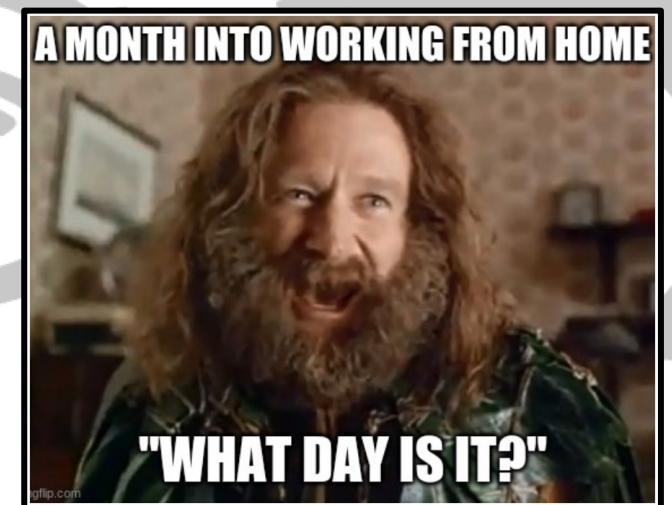
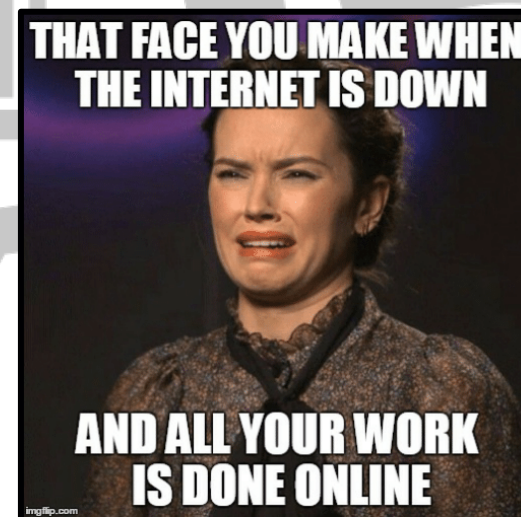


Keeping connected...



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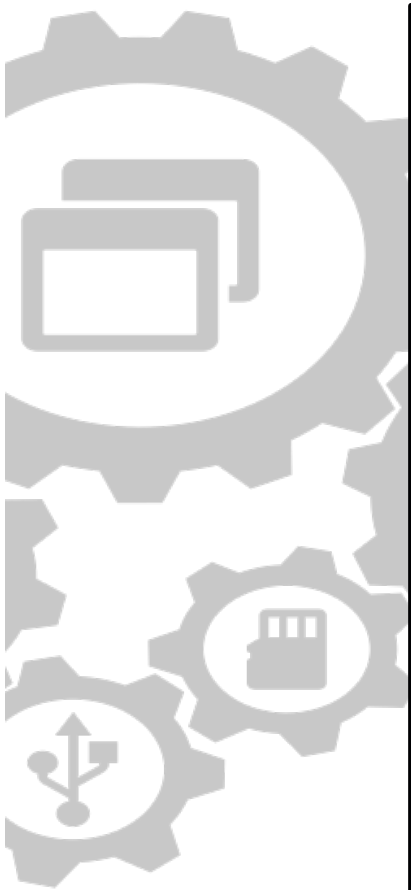
- Communicating with the Team
- Communicating with the rest of IT
- Communicating with our users
- Teams, Phones, Internet... oh my!



What is the impact?



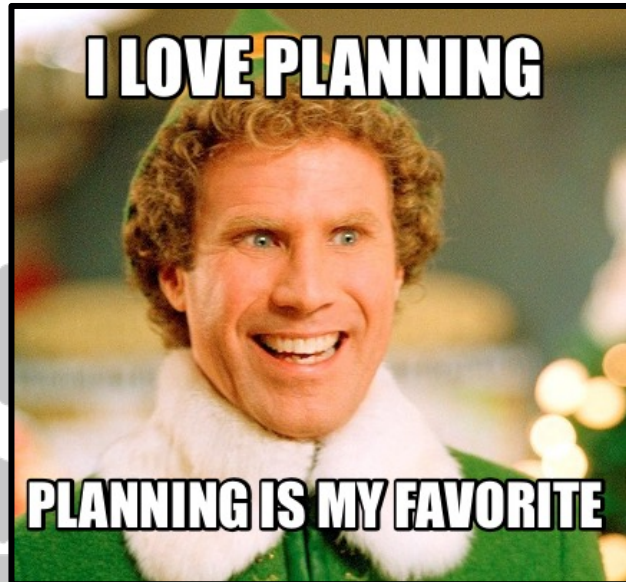
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The key to our Disaster Recovery Success



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Thank you for your time. Any questions?