Title: COMMUNICATING NETWORK ISSUES	Code: HH0502

Policy Reference: N/A

Background and Purpose:

Milwaukee Area Technical College Information Technology (IT) Division is committed to communicating and keeping the College informed when network issues arise.

The IT Division has established the following:

1. https://status.matc.edu/
2. Planned versus Unplanned outages
3. Communications

Process:

1. Users can view the current status of MATC computing services at
   https://status.matc.edu/
Users should contact the HelpDesk after checking the status page if any service is not responding

2. Outages: Planned versus Unplanned:
   a. Planned outages are routine, scheduled maintenance of deployed systems.
   b. Unplanned outages occur without prior communication:
      i.   External hosted services. Vendors do not communicate a service outage exists.
Internal services running in the MATC Data Center are offline.

3. MATC IT will notify the campus community via email when a service is offline.

Office of Responsibility: Information Technology
Last Reviewed: Aug-2022