



What happens when the lights go out



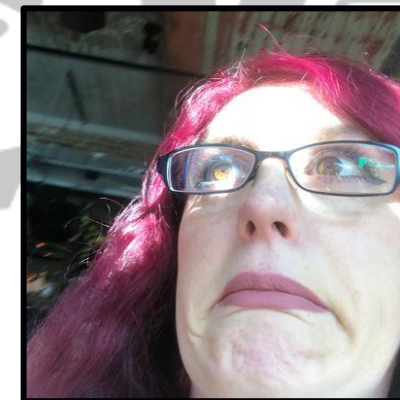
A Disaster Recovery Story-
University of Leeds (Meme) Edition

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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THE GREAT BRITISH
BAKE OFF



Disaster Recovery Process- What? Why? How?



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Disaster Recovery

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

Incident Management Processes

- ✓ [Folder] Name ...
- [Word Doc] Incident Management Process ...
- [Word Doc] IT Service Desk Major Incident Checklist ...
- ✓ [Word Doc] Major Incident Communications ...
- [Word Doc] Service Status Page Support Process ...



The screenshot shows the 'IT SERVICE STATUS' page. At the top, there are navigation links for 'QUICKLINKS', 'INCIDENTS 6', 'REQUESTS 5', 'KNOWLEDGE', 'CATALOGUE', and 'SERVICE STATUS'. The user 'Antonia Jones' is logged in. The main content area has a search bar and a 'Current Status' section with a green message: 'We are not currently aware of any service issues.' Below this is a 'Planned Maintenance' section with a blue message: '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 Service Desk @ITServicesUoL · Dec 5, 2018
Multiple locations across campus are experiencing power and network outages. This is affecting various applications that are hosted on University servers on-campus. We are investigating as a matter of urgency with Estates.

IT Service Desk @ITServicesUoL · Dec 5, 2018
We are currently experiencing a power cut in our building and have relocated. Please log a call via it.leeds.ac.uk or send an email.

IT Service Desk @ITServicesUoL · Dec 5, 2018
Users are currently unable to access any videos (including lecture capture) on Mediasite. We are investigating as a matter of priority.

Show this thread



It can't get worse...



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

Things:



NOTICE
NO VISITORS
ALLOWED

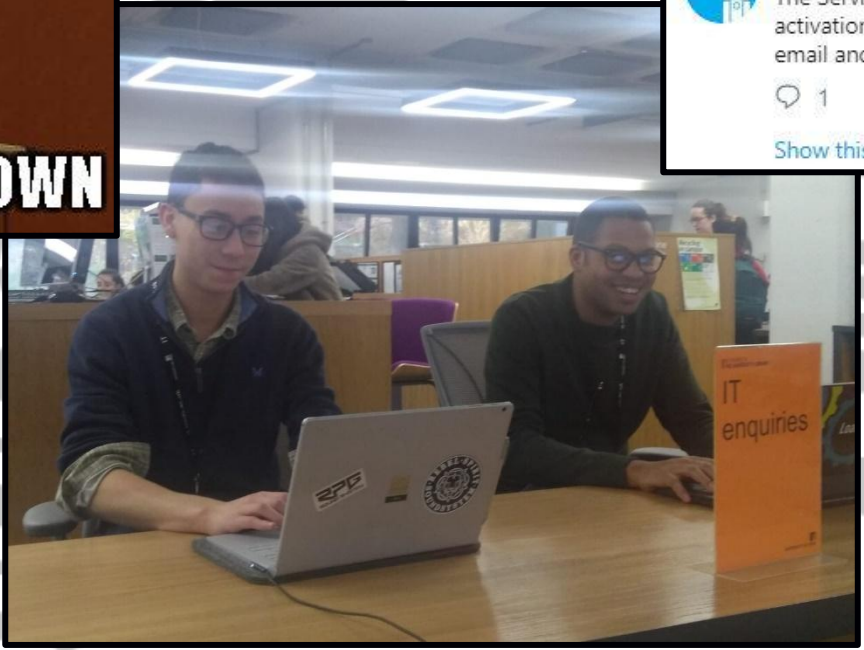


servicenow

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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IT Service Desk @ITServicesUoL · Nov 19
The IT Service Desk office and phone-line has now reopened after having to evacuate due to a fire alarm. @UniLeedsStaff @UoLStudents @UoLLibrary

IT Service Desk @ITServicesUoL · Nov 19
There is currently a fire alarm in our building and we are trying to relocate service. Please contact us via it.leeds.ac.uk and we will get back to you as soon as possible. @UoLStudents @UniLeedsStaff @UoLLibrary



Impact on both sides



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Impact on users



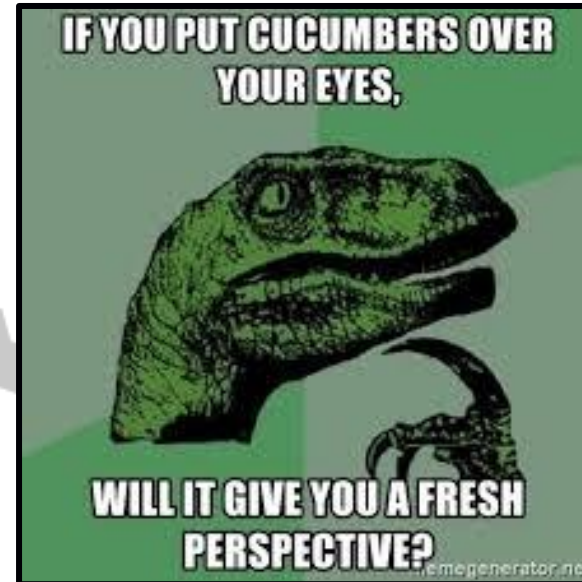
Impact on team



The key to our Disaster Recovery Success



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Thank you for your time. Any questions?