

# Office of Information Technology Emergency Response Team

**Purpose:** The OIT Emergency Response Team (ERT) will be the first to respond to computer outages as they occur.

When a major computer outage of any kind occurs on the campus, the Help Desk or an IT Director will notify the ERT. The ERT will consist of three individuals from the OIT Directorates (EIS, ITI, ITO) and the Computer Security Officer. These individuals will perform the following:

1. Respond to all ERT calls within 15 minutes.
2. Perform an initial assessment of the situation.
3. Activate the appropriate IT personnel to restore the services.
4. Provide information and feedback to the University Technology Officer, OIT Directors, BYUH Communications Director and to the IT Help Desk on the problem and estimated repair time. A member of the ERT can perform this, or if they are involved in the restoration of the services, they can call in another IT professional to assume the communications role.
5. File an Incident Report.
6. Participate in an After Action Meeting should one be necessary to reduce the risk of reoccurrence of the problem.

Members of the ERT will carry BYUH cell phones with them at all times in order to respond to outages. Whenever they are on vacation or out for sickness, their duties will be passed to another individual in their Directorate to cover during their absence.

Whenever changes to the ERT members change, an updated document will be sent to the IT community with the new contact information.

Current ERT Members:

EIS – Bryan Jamison – Office 675-4967, Cell (808) 783-2455, Home (808) 781-9917

ITI – Neal Moss – Office 675-3275, Cell (808) 372-3913, Home (808) 294-6079

ITO – Jared Nikora – Office 675-4999, Cell (808) 779-2923

Computer Security Officer – Paul Lupeituu – Office 673-3483 (forwarded to cell phone)