NIA OCPL Unplanned Website Outage Communication Plan

The OCPL web contractor is responsible for monitoring websites on the NIA servers including www.nia.nih.gov, www.alzheimers.gov, https://card.nih.gov, https://order.nia.nih.gov, https://blsa.nih.gov, https://ros.nia.nih.gov, https://alzped.nia.nih.gov, https://iadrp.nia.nih.gov, and https://codingportal.iadrp.nia.nih.gov/user/login?destination=. If an unplanned website outage or attack to an NIA website is identified, the following steps should be taken:

1. The contractor should notify NIA via email within 30 minutes of identification or acknowledge within one hour of receiving email notification from NIA, and provide status updates every hour until resolved.

   If the outage occurs over a weekend, the following individuals should be called until the contractor is able to get in contact with an NIA staff member.
   a. Web and Design Services Branch chief
   b. NIA web lead
   c. COR

2. If a website outage lasts more than an hour:
   a. OCPL will ask ITB to send out an all-staff email.
   b. OCPL will notify the following ASAP:
      i. OCPL (█████████)
      ii. OLPIA (█████████)
      iii. OAD (█████████)
      iv. ITB (█████████)
   c. If a non-OPCL managed website is impacted, OCPL will notify the point of contact. Non-OCPL Websites and Contacts:
      i. alzped.nia.nih.gov: ██████ (█████████) and █████ (█████████)
      ii. iadrp.nia.nih.gov: █████ (█████████)
      iii. codingportal.iadrp.nia.nih.gov: ██████ (█████████)
      iv. outreachpro.nia.nih.gov: ██████ (█████████)

3. Once the problem has been resolved, OCPL will again notify the above contacts on the resolution status.

4. The OCPL web contractor should provide a brief summary of what happened and any steps taken to resolve the outage, which will then be added to the OCPL SPO in the OCPL >Web and Design Services Branch > Outages and Incidents folder.

5. If warranted, OCPL will also ask the web contractor to propose a plan for prevention of the same or similar issues in future.

Template for Staff Messages (For Office Hours Only):

We are currently experiencing an outage for [website URL]. We're actively working on resolving the issue. If you have any questions, please contact █████████.