

# Escalation Procedures

## Portal/IFAP Systems Troubleshooting Procedures

Portal Systems is comprised of:

IFAP Systems is comprised of:

System configuration diagram - TBD from IT Operations

### Procedures for ED Staff and Contractors

In the event that one of the web sites on the Portal or IFAP Systems goes down, use the following set of procedures to alert CSC staff and resolve the problem.

1. Call the VDC Command Center at 203-317-5051. Someone is onsite 24 x7.
2. The person who answers the phone will be one of the operations staff.
3. Tell the operations staff that you are calling about an OSFA system and provide the name of the system, its IP address, if known and as complete a description of the problem as possible.
4. The operations staff will contact the system administrator on call for the systems in question..
5. The system administrator will call you back if additional information is needed.
6. The CSC system administrator will troubleshoot the system. If they are able to troubleshoot the system without a system reboot, they will resolve the problem and report back.
7. If the problem requires procedures that need our authorization, they will report back with their recommendation on what needs to be done. We can then look at the system and make our own determination, or accept the recommendation from the CSC system administrator.
8. If a reboot is necessary, OSFA needs to give the system administrator authority to proceed with the system reboot.
9. The VDC may decide to convene a bridge call to bring other parties into the problem resolution process. For instance, if the SFABlueprint web site goes down, then the VDC might want to bridge Kim Koran (CSC) on the call, as she may be in the middle of uploading data or an application change may have been introduced recently.

## Escalation Procedures

### Portal/IFAP Systems Contact List

Order in which ED Staff and Contractors should be called in the event that the VDC detects a problem with any of the web sites or servers.

Name	Org	Relationship	Work	Cell	Home	Hours
Sandy England	ED	Project Manager and Security Officer	202-260-1908			24
Kim Koran	CSC	Developer for SFA Blueprint and AAFS	301-921-3215			
Carole Kuriatnikova	ED	Team Member, manages web content	202-401-3843			
Ron Hodges	PwC	Developer for AAFS web site and database	703-465-6019			
MC Lee	CSC	Developer for SFA Blueprint and AAFS				
Harry Feely	ED	Oversees sfablueprint web site				
David Elliott	ED	OCIO Rep	202-401-0551			
James Cunningham	ED	OCIO Rep	202-708-8188			
Phillip Wynn	ED	OCIO Rep	202-260-0080			

# Escalation Procedures

## Virtual Data Center Contacts

- Call the Command Center at 203-317-5051 and work with the System Administrator on duty

Name	Title	Function	Email	Phone	
Jerry Ryznar	Account Manager	Oversees contract	grvznar@csc.com	301-794-6374	
Dave Lass	Service Delivery Manager	Oversees all aspects of delivering service	dlass@csc.com	203-317-5037	
Fariba Aliloo	Server Manager		faliloo@csc.com	203-317-5047	
Dan Wagner	Project Manager		dwagner5@csc.com	203-317-4830	
Dave Murdy	Systems Admin		dmurdy@csc.com	203-317-4818	
Tim Cronin	Systems Admin			203-317-5025	
Bob Chatman	Systems Admin		rchatman@csc.com	203-317-2130	
Dave Hugh	Network Manager		dhugh@csc.com	203-317-5006	
Mo Asheh	Network Admin		masheh@csc.com	203-317-5187	
Jim Rotchford	Security Coordinator	OSFA security	irothfo@csc.com	203-317-5007	
Ben Smith	Operations Manager	ED operations	bsmith1@csc.com	203-317-2178	
Rich Ryan	Oracle DBA	Norwich	rryan@csc.com	860-701-1209	