

Educational Technology Services

Lincoln Learning Network 4.0

Notification and Alert Response Procedures

LLN Alert Response Procedure

Part 1: Initiating the Alert

Lincoln Learning Network (LLN) is actively monitored by IU12's Educational Technology Division 24 hours a day, 7 days a week. Our monitoring system provides us with email/text notification on any edge devices which has been down for longer than 1 minute. Alerts from our monitoring system will automatically trigger a response from IU12 to confirm any issues and assist, if necessary.

LLN members may bring issues to the attention of IU12's Educational Technology Division through 3 primary means of communication. These include:

- Email to networkmonitoring@iu12.org
- Text to networkmonitoring@iu12.org
- Calling 717-624-6602

Please include the following in your message:

- Your name, district, and preferred contact information (e.g. phone, text, etc.)
- Current issue being experienced by your district
- Dates and times which your district began to experience the issue

Any notifications are sent automatically to Jared Mader - Director of IU12 Educational Technology Services; Brant Kenny - IU12 Manager of IT Systems; Danielle Cramer - IU12 Systems Specialist; and Hans Kirchner - LLN Account Manager. Once any notifications have been received, the client will receive a response via phone or text acknowledging receipt of the alert and inform them that non-intrusive testing has started with the ISP.

Part 2: Alert Response

IU12's response to any alert is determined by the number of notifications received from our LLN clients. We envision two workflows are needed to address any LLN issues.

Workflow 1 – Single Client LLN Outage

1. IU12 receives notification received from monitoring systems and/or LLN clients.
2. IU12 acknowledges the notification via phone. We will verify circuit ID and client/district name prior to calling the ISP for initial diagnostics.
3. IU12 will create an internal help ticket for documentation purposes.
4. IU12 will call the client's ISP to begin non-intrusive testing on the circuit.
5. Updates provided by the ISP will be relayed to the client. IU12 will continue to update via preferred contact method until the issue has been identified and corrected.

Workflow 2 – Multiple Client Outage

1. IU12 receives multiple notifications from monitoring systems and/or LLN clients.
2. A One Call Now message is initiated for the affected clients.
3. Notifications of the current issues will be provided via e-mail and/or text to all members of the IU12 Educational Technology Division.
4. IU12 will contact the ISP of the affected clients to begin diagnostics.
5. IU12 will create an internal help ticket for documentation purposes.
6. IU12 will provide updates via One Call Now every 1-2 hours.
 - a. Updates will continue until the issue has been identified and corrected.
 - b. These updates will be provided via e-mail and/or text to all members of the IU12 Educational Technology Division at the same interval.

LLN Non-Emergency Notification Procedure

In the event of any questions or concerns regarding your Lincoln Learning Network circuit, you are welcome to contact the LLN monitoring team through the following three avenues:

- Email to networkmonitoring@iu12.org
- Text to networkmonitoring@iu12.org
- Call the LLN Hotline: 717-624-6602 or:
 - Brant Kenny: 717-624-6514 (8:30AM-5PM)
 - Danielle Cramer: 717-624-6428 (7:00AM-3:30PM)

Your will receive a reply to your question or concern in a timely fashion.

This concludes the LLN Notification and Alert Response Procedures document.

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