



GOOSE CREEK CONSOLIDATED INDEPENDENT SCHOOL DISTRICT

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Increasing Performance with Technology

Date: September 1, 2009
To: GCCISD Employees
From: Matt Flood
Subject: Emergency After Hours Network Support

It is TMS' mission to provide superior support not just during normal business hours, but provide support 24 hours a day, 7 days a week. To achieve this, TMS will be providing emergency after hours network support. This service will be available from 4 P.M. to 7 A.M. on normal business days and all hours on weekends and holidays. The purpose of this support is to provide services to resolve Emergency and Critical Impact situations.

- Emergency situations are defined as entire enterprise system outage or complete network outage affecting all users' district wide or an entire campus.
 - An example is Wide Area Network fiber optics are broken causing an entire location to not have network connectivity.
 - An example is any application or file server is completely down affecting all users' connectivity and access.
- Critical Impact situations are defined as a major system component is down and there is no available alternative.
 - An example is an instructional lab is down and a class is not able to perform their work.
 - An example is a portion of a software subsystem is completely down ex. Apecs or Teams.
 - An example is a high-level administrator (Principal/Director) is at a work stoppage.

TMS actively monitors the district's network resources and may be automatically notified of a system outage. If you are in need of support and believe that your situation qualifies as an Emergency or Critical Impact as defined above, please utilize the following contact information for assistance.

Emergency After Hours Network Support
(Cell) 281-839-6024
(Radio) 142*103*3277