





- The senior staff group member who received the call is to provide details of the outage to other members of the Senior Staff Group, at least one per faculty and Blackboard owner i.e. Head of Digital Capability or deputy, via conference call. (see [appendix 2](#) for conference call details)
- The convened group is to consider all details they have around the outage and any information regarding expected number of submissions and decide whether or not to enact the business contingency protocol.
- If agreement is reached to enact the protocol, the [key user group](#) is to be informed via email, where possible, from a senior staff group member (see template in [appendix 3](#)).
- If email is unavailable a call is to be made to a key user group member from each faculty who is to be responsible for communicating the protocol in their faculty.
- If the protocol is enacted a senior staff group member is to confirm to the Critical Incident Coordinator that a message on Blackboard is required. A message on the staff intranet is also to be requested.
- The Critical Incident Coordinator is to inform the Blackboard Administrator of the requirement to place the message on Blackboard advising students that a one working day extension will be granted to those with a deadline during the downtime from the time the system is restored. A message advising staff of the system failure is to be placed on the intranet.

### Communication of Resolution

- IS&T Critical Incident Coordinator to advise Senior Decision Makers via email that a fix has been implemented.
- The key user group is to be emailed and advised that a fix has been implemented.

### Actions Following Resolution

- Faculty Professional Services staff to use reporting tools if required to identify tasks with deadlines during the system outage.
- Using quick enrol to access the relevant Blackboard sites, staff to use the Blackboard 'Email all users' tool to confirm the one working day extension (see template in [appendix 3](#)).



## Appendix 1

### Contact Details of Senior Staff Group

Name / Role	Contact Details	Personal Assistant Contact Details	Nominated Deputy
Neil McKay Dean of Students	0114 225 2760 / 07525 806961	Grace Armstrong, 0114 225 6966	Jill Lebihan, 0114 225 5983
Joe Rennie Director of Registry	0114 225 4485 / 07717 133110	Jo Eyre, 0114 225 6427	Helen Aram, 0114 225 4131 Laura Ottery, 0114 225 4923
To be confirmed - ACES			
Simon Bromley Assistant Dean (Academic Development) - DS	0114 225 2694 / 07717 154887	Denise Hobart, 0114 225 2694	
Rebecca Khanna Assistant Dean (Academic Development) - HWB	0114 225 5611 / 07825 996066	Gail Hammond, 0114 225 2508	Alison Purvis, 0114 225 5699
Dave Laughton Assistant Dean (Academic Development) - SBS	0114 225 5146	Tracy Deakin, 0114 225 6386	Amanda Foster, 0114 225 5149
Jill Nanson Head of Faculty Professional Services - ACES	0114 225 5547 / 07900 825910	Michelle Ghosh 0114 225 4822 (Wed pm - Fri)	Allison Briston, 0114 225 3170
Wayne Keating Head of Faculty Professional Services - DS	0114 225 2681	Claire Eggleston, 0114 225 4262	Holly Stainburn, 0114 225 6511
Phillip Wain Head of Faculty Professional Services - HWB	0114 225 5716	Claire Cutts, 0114 225 5843	Vanessa Coleman, 0114 225 5910
Justine Pedler Head of Faculty Professional	0114 225 5206 / 07766 121862	Arran Haddrell, 0114 225 5119	Carol Saunders, 0114 225 5269



Services - SBS			
Brian Irwin Head of Digital Capability	0114 225 2979 / 07584 348433		Stuart Hепplestone, 0114 225 4744

### Contact Details of DTS Representatives

<b>Head of IT Service Support</b>	Andy Roche	0114 225 6547
<b>Application Analyst</b>	Neil Brady	0114 225 6483
<b>Applications Manager</b>	Sarah Swindell	0114 225 4179
<b>Critical Incident Coordinator</b>	Allocated on an incident by incident basis	To be confirmed by DTS in initial communication

### Contact Details of Key User Group

Group email address: + **Business Contingency Key User Group**

Faculty	Name	Role	Phone number
ACES	Allison Briston	Student Services Manager	0114 225 3170
D&S	To be confirmed		
HWB	Vanessa Coleman	Student Services Manager	0114 225 5910
HWB	Jayne Willis	Student Experience Manager	0114 225 4557
HWB	Alison Purvis	Head of LTA	0114 225 5699
HWB	Mel Lindley	Principal Lecturer	0114 225 2483
SBS	Carol Saunders	Student Services Manager	0114 225 5269
SBS	Andrew Heeley	Student Experience Manager	0114 225 6285



## Appendix 2

### Conference call details

Dial-in number: 0808 109 5644

Participant PIN: 2552267

Host PIN: 7315213

The staff member initiating the call is to call the dial-in number and when prompted enter the host PIN. Other participants of the call are to call the dial-in number and when prompted enter the participant PIN.

## Appendix 3

### Email Template - Advising of Blackboard being unavailable

Subject: Blackboard Unavailable

The University is currently experiencing IT issues which may impact upon the ability of students to submit work electronically or for staff to provide students with electronic feedback. As such the decision has been made to enact the University contingency protocol.

#### Submission

If a submission point is unavailable at the time of deadline, a **one working day** extension from the time the system is restored is to be provided to all students affected.

#### Marking and Feedback

If system unavailability prevents access to work for marking, due to being unable to access electronically submitted work, an extended period of time equivalent to the duration of system unavailability (up to 48 hours) is to be allowed to complete the marking and provide feedback to students

If there is to be a delay in providing feedback to students due to system unavailability, either at the time of marking or the time of releasing feedback, the anticipated feedback date is to be communicated to students via the Assessment Scheduler, although if staff can still meet the original turnaround times this is to be encouraged.

#### Other Assessment Processes

Further details on [contingency actions](#) can be found online or in hard copies available in faculty.

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### Email Template - Advising of one working day extension

Subject: Extension to assessment deadline

Due to recent IT issues impacting upon the ability to access Blackboard the decision has been made to provide a **one working day extension** to your task *[Insert task name here]*.



If you have any questions please contact your local Faculty Helpdesk.