

## Reporting a Service Outage or Degradation

Jeremy Galvez - 2022-11-10 - Comments (0) - Service Outage

### Reporting a Service Outage or Degradation

1. Check the [Alerts](#) to make sure it is not an already reported incident.
2. If the problem is not listed on the alerts page, you have two options
  - a. Use [notify Operations Center red button](#) available in the [OIT Handbook](#).



[Report an Outage](#)

- b. Or call the Operations Center at (401) 863-7279 (Non-OIT must call)

Operations Center will need to know the following:

- Your name and a phone number where you can be reached
- What is the nature of the outage (Critical/Noncritical)

Other considerations:

- Please be considerate and do not report Noncritical outages via the web form. This form will alert the Operations Center on-call 7x24x365
- The web form is an OIT internal resource and should not be shared with Brown staff outside of OIT.
- The phone number can be shared with department admins and is staffed after hours by the MetroMedical answering service.
- Feel free to use this form to contact Operations Center when you need alerts and incidents created.

Comments (0)

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