

# OUTAGE CHECKLIST

*An outage is taking place – work your way through this outage checklist to quickly get to the root of an issue.*



## WHO

Who are the users experiencing the issues?



## WHAT

Which workloads have been impacted? Are all the workload features affected by the outage, or is there only partial impact?



## WHERE

Which locations are experiencing issues? Is the outage global or localized to a specific area?



## WHEN

When did the outage start?



## WHY

Is it a Microsoft outage or is the issue located within your own infrastructure?

## PRIORITIZE INCIDENTS

Ensure business critical issues are addressed first with proper classification and assignment.

## COMMUNICATE

Share the status of tickets with the members of the team and update the users that logged the incidents.

## BEST PRACTICES GOING FORWARD

Once the 'dust' has settled on an outage your team should:

- ▶ Review and report that there are no significant incidents occurring.
- ▶ Analyze the outage incident with the goal of finding areas of improvement.

Taking these steps will help you take a proactive approach to monitoring your IT system.

