

Old Dominion University Computer Science Department Policies and Procedures

Title: System Failure

ID: CSF001

Revision: 1.0

Purpose

This procedure provides information about the process of handling system failure.

Scope

This procedure only applies to the Computer Science Department. Two classes of machines have been declared for this procedure: Servers and Desktops.

Desktop System Failure

After a software failure is detected on a desktop system, the system will be analyzed by one of the Systems Group members. In case the problem is not configuration, and a reinstall of the application is needed, the user of the desktop will be notified before such an action is taken. In case the problem involves Operating System reinstall, the user will be notified to move their personal data residing on the machine to a save location.

Hardware failure detection will involve an instant replacement of the machine, as the user will again be notified to backup personal data. If data preservation is not achievable by the user, the Systems Group will make sure they recover all data before any desktop replacement.

Server System Failure

After the identification of a failed service on any CS server, a runas or a full-time employee must be notified. The administrator will first switch the services to a secondary server in the DR Site. The Directory of Computing Resources will be notified about the disruption of service, and so will be all users affected by the problem. Hardware or software repairs will be applied to the problematic server, and once it is fixed, a downtime will be scheduled to switch back to the main Data Center.

Definitions

OS – Operating System.

DR – Disaster Recovery.

Revision History

Work in progress.