

## LITS – Incident Reporting Guidelines

**It is better to over-report problems than it is to under-report them.** Please contact the appropriate service provider (shown below) to report anything that may inconvenience patrons or disrupt services.

When in doubt, please contact your direct supervisor or call Debby Quayle (315-859-4031 or 315-xxx-xxxx), or Beth Bohstedt (315-859-4485 or 641-xxx-xxxx). Debby and Beth can take calls 24/7.

**Call Campus Safety at 315-859-4000 in case of an emergency (fire, medical, safety, etc.).**

### Factors to consider when determining whether an event is a reportable incident

- The number of people affected (or who, in some cases)
  - For example, the president, all students, all Macintosh users;
- The extent to which college business (academic or administrative) is disrupted;
  - For example, half the campus, or critical and/or multiple services are affected.
- The timing of the problem: Is the affected process, item, or service in its critical state?
  - For example, WebAdvisor goes down during registration.
- Anticipated length of time to resolve the problem and/or whether there is a viable temporary workaround for the affected work process or service;
- The level at which sensitive information is at risk.

*Phone number(s) at the top should be called first. Business hours are 8:30 am- 4:30 pm or 8 am- 4 pm*

<b>Problem - either suspected or confirmed</b>	<b>Service Provider- College business hours</b>	<b>Service Provider- Non-business hours</b>
<b>Technology Services</b> For example: <ul style="list-style-type: none"> <li>• Wireless</li> <li>• Phone</li> <li>• Web service</li> <li>• Network access</li> <li>• Office/Lab computers</li> </ul>	Help Desk 315-859-4181 or Circulation 315-859-4479  <i>When unavailable call:</i> Network Services 315-859-5638	Help Desk 315-859-4181 or Circulation 315-859-4479  <i>When unavailable call:</i> Network on call – see monthly email from Network Services
<b>Library Technology Services</b> For example: <ul style="list-style-type: none"> <li>• Library Catalog</li> <li>• Databases</li> </ul>	Help Desk 315-859-4181 or Circulation 315-859-4479 <i>When unavailable call:</i> Library Information Systems: 315-859-4487	Circulation 315-859-4479 or Research 315-859-4735 <i>When unavailable call:</i> Shay Foley 845-338-7360
<b>LITS Equipment in Burke</b> For example: <ul style="list-style-type: none"> <li>• Scanners</li> <li>• Printers</li> <li>• Copiers</li> <li>• Microfiche Readers</li> </ul>	Digital Media Tutors 315-859-4735  <i>When unavailable call:</i> Circulation 315-859-4479 or Research 315-859-4735	Digital Media Tutors 315-859-4735  <i>When unavailable call:</i> Circulation 315-859-4479 or Research 315-859-4735.
<b>Building Related</b> For example: <ul style="list-style-type: none"> <li>• Elevator</li> <li>• Heating/cooling</li> <li>• Doors</li> <li>• Restrooms</li> </ul>	Circulation 315-859-4479  <i>When unavailable call:</i> Help Desk 315-859-4181	Circulation 315-859-4479 or Research 315-859-4735  <i>When unavailable call:</i> Campus Safety 315-859-4000