IT outage notifications

OMES is activating our critical event management system, AtHoc, an IT informational and outage notification tool. You can determine the severity of the outage by the color of the notification.

Informational (green)

Informational notification types:

- Weather alerts.
- Planned updates for systems and applications.
- Security notifications.

Low (blue)

Specific agency or single location outage:
- Remote server down.
- Network or Wi-Fi service down for location.

*These will be communicated through Teams IT channels.

Medium (blue)

Multiple agency outage:
- Fiber cuts may cause multiple agency outages.

Moderate (orange)

Critical agency application outage:
- Child welfare system.
- Family assistance client services application.
- Offender management system.
- Oklahoma vital event records application.

Major/High (red)

Statewide outage:
- Statewide application down such as financials or employee self-service.
- Critical network or server impacts.

Examples of outage notifications:

- Pop-up message.
- Outage notification email.
- Text message.