

PCHEES End User Notifications for Service Outages

Notifications to PCHEES users regarding service outages will be handled based on the timing and nature of system or report unavailability, as outlined below.

Systems affected:

Notifications of service outages pertain to the **PCHEES web application**, which includes the **PCHEES reporting system**.

Users affected:

Notifications will be sent to persons who have access to the **PCHEES web application**, including the **PCHEES reporting system**.

For scheduled outages:

During **core business hours (Monday through Friday from 7:00 AM to 6:00 PM)**

Advance notifications will be sent during core business hours if outages to the PCHEES reporting system or web application are scheduled to occur within core business hours.

When the WA Legislature is in session

Advance notifications will be sent during core business hours when the WA Legislature is in session if outages to the PCHEES reporting system or web application are scheduled to occur anytime, day or night, weekdays and weekends.

For unplanned outages:

Immediate notifications will be sent during core business hours if we are informed about unexpected service outages.

All notifications will be sent via e-mail from the PCHEES Help Desk.

Details:

- **Notification when systems are unexpectedly unavailable during core business hours:** Notifications will be sent after we are informed during core business hours by IT or system users about disruptions in service. The notification will include the expected duration of the outage (if known) and contact information for support.

- **Notification when systems will be unavailable due to planned system maintenance during core business hours:** Advance notifications will be sent during core business hours if planned system outages will occur during core business hours.
- **Notification when systems will be unavailable due to planned system maintenance if the WA Legislature *is* in session:** Advance notifications will be sent during core business hours about all planned system outages, regardless of when the system outages will occur.
- **No notification when systems are unavailable outside core business hours or on weekends if the WA Legislature is *not* in session:** If systems become unavailable or are planned to be unavailable outside of designated core business hours when the WA Legislature is not in session, no notification will be sent. Outages during these periods are considered to have minimal impact on end users, and if the issue persists into core business hours, notifications will be deferred until the start of the next business day.

This approach ensures that users will be informed of critical outages during high-impact times while reducing unnecessary notifications during off hours.

For questions about system outages and notifications, please contact the [PCHEES Help Desk](#).