# Web Site Disruption

## Introduction

The Edmonton Outdoor Club relies heavily on its web site for just about everything, including contact information and event information.

In the event of a web site outage, this can be very stressful and disruptive to volunteers and members, especially if the outage happens when there are events coming up.

The EOC has put some processes into place to help mitigate the disruption when a web site outage occurs. Please keep this document in a safe place so you can refer to it if there's a web site outage and you require information from the web site.

## Processes

### Outage Notification

When a web site outage occurs, the Executive Team and/or the Webmaster will send out an e-mail to all team members with the following information:

1. The nature of the incident
2. Who the contact person is for this incident (it may or may not be someone from the exec team) and their preferred contact information (ie. E-mail address and/or phone number)
3. Action being taken to correct
4. Estimated time for resolution

If you notice that the web site is down, but you haven't received a notification e-mail:

1. Wait five minutes to see if the site comes back up on its own
2. Still down? Wait another five minutes to see if it comes back up on its own
3. Still down and still no e-mail from the exec? Send an e-mail to the Executive Team and the Webmaster to notify them of the outage at the following addresses:
   1. President: edmontonoutdoorclubpresident@gmail.com
   2. VP: edmontonoutdoorclubvp@gmail.com
   3. Webmaster: edmontonoutdoorclubwebmaster@gmail.com

If you know the personal e-mail addresses of those people, send the message to them as well (in case they're not checking their EOC Gmail as regularly as their personal e-mail).

### Event Coordination Sans Web Site

If you have an event coming up within 48 hours and the web site is down, follow this process for best completion of your event:

1. Contact the webmaster at [edmontonoutdoorclubwebmaster@gmail.com](mailto:eocwebmaster@gmail.com) to request the upcoming event roster. The webmaster will send you the complete event rosters for all events upcoming in the next 48 hours, so you'll have to figure out which bit of information pertains to your event.
2. E-mail all of your attendees letting them know about the web site outage and remind them of the meeting time/place of your event. Provide your contact information.
3. Do your event and have fun!