

Title: **Unplanned Outage**

Series: 6008a

Related Regulations: 6008

Date Adopted: September 1, 2011

- 1 When the Iowa IDEA system becomes unavailable, the following actions will be initiated:
- 2 1. Identify the issue and develop an action plan with timelines to bring the system back on-
- 3 line.
- 4 a. Multiple factors such as time of year, severity of the issue and cost will be
- 5 considered when developing the action plan with timelines.
- 6 b. Emergency repairs or purchases will be made according to the policies of Grant
- 7 Wood AEA, in the event that the normal approval procedures cannot be adhered
- 8 to.
- 9 2. Communicate information to the chair of the OGC regarding the problem, potential
- 10 solution and timelines as soon as it prudent to do so.
- 11 3. Communicate information to the consumers such as the timeline for the system to be
- 12 operational again.
- 13 4. Communicate updates to the consumers, particularly when the system is on-line and the
- 14 permanent solution is in place.
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