

IT Infrastructure Interruption Event Handout
As of 12/11/2019

For users inside the office.

Type of Interruption:	Internal Resolution for:		
	Email ^(a)	iManage Documents	Other software
Office Power Outage	1. Outlook App or Web Access (mobile connection) or 2. Mimecast App or (mobile connection)	Work Locally (Laptops Only) ¹	N/A
Office Internet Provider Down ²	1. Outlook App or Web Access (mobile connection) or 2. Mimecast via App or website (mobile connection)	Work as usual	Work as Usual (except for Internet)
Microsoft Office 365 Email	1. Mimecast via Outlook Plugin, App on Smart Device or website	Work as usual (email for filing will be added to queue)	Work as usual

For users offsite, away from office using VPN, Citrix or Email on smart devices.

Type of Interruption	External Resolution for:		
	Email ^(a)	iManage Documents	Other software
Office Power Outage	1. Outlook (laptop) or Outlook Web Access or 2. Mimecast via Outlook Plugin, App on Smart Device or website	Work Locally (Laptops Only) ³	N/A
Office Internet Provider Down	1. Outlook (laptop) or Outlook Web Access or 2. Mimecast via Outlook Plugin, App on Smart Device or website	Work Locally (Laptops Only) ³	N/A
Microsoft Office 365 Email	1. Mimecast via Outlook Plugin, App on Smart Device or website	Work as usual (email for filing will be added to queue)	Work as usual

^(a) Mimecast accessible at www.mimecast.com, or download the Apple or Android App.

¹ Recent iManage documents are saved locally to Echo Directory. Users with laptops can work on battery power.

² Internet access should switch to our backup telecom vendor's system, but above crisis is worse-case scenario.

³ Recent iManage documents are saved locally to Echo Directory as long as offsite user was connected via VPN when interruption occurred.

N/A = Not Available