

## IDOE Escalation Protocol for JHU Assessments (ISPROUT)

### Part 1 – Contact Information

Current IDOE Contact Information				
Name	Title	Primary Phone	Secondary Phone	Email
Lynn Schemel	Director of Assessment	317-232-7857 (office)	[REDACTED]	<a href="mailto:schemel@doe.in.gov">schemel@doe.in.gov</a>
Felecia Jordan	Assessment Specialist-ISPROUT, I AM	317-232-9038 (office)	[REDACTED]	<a href="mailto:fjordan1@doe.in.gov">fjordan1@doe.in.gov</a>
Ian Skinnari	Assessment Specialist-Contracts	317-232-0520 (office)		<a href="mailto:skinnari@doe.in.gov">skinnari@doe.in.gov</a>

Current JHU Contact Information				
Name	Title	Office Phone	Mobile/Text	Email
Kristen Thompson	Senior Technical Project Manager		[REDACTED]	<a href="mailto:kthompson@jhu.edu">kthompson@jhu.edu</a>
Dave Peloff	Associate Director		[REDACTED]	<a href="mailto:peloff@jhu.edu">peloff@jhu.edu</a>
Karrie Dash	Project Manager		[REDACTED]	<a href="mailto:kdash2@jhu.edu">kdash2@jhu.edu</a>

### Part 2 – Communication Regarding Service Disruption or Outage

#### **Priority 1: System-Wide Service Disruption or Outage**

JHU has a robust, tiered process in place to address JHU system-wide disruptions or outages. The level 1/level 2 Help Desk Technician staff member will escalate an urgent/high importance message to the appropriate personnel at JHU CTE. These messages are often initiated due to an unusual, large call volume specific to one issue which the level 1/level 2 help desk technicians can readily replicate.

Priority 1 issues require **immediate** action. Examples include:

- Severely degraded performance of JHU systems
- Large-scale disruption or outage (e.g., statewide or regional, all users or individual users but issue shows a trend)

**IDOE Action** when IDOE is alerted to an issue:

- Contact Kristen Thompson via phone or text message and follow with an email.
- Message should indicate **URGENT: [Program] [Name of System] Disruption** (e.g., URGENT: ISPROUT KReady Disruption) in the subject line along with a brief description of the issue, the scope of the impact, and the point person for the Department (Felecia)

**JHU Action** when JHU is alerted to an issue:

- Call/text Felecia Jordan, Assessment Specialist-ISPROUT, on the primary phone *immediately* upon the identification of an issue, follow up with an email.
  - If the Assessment Specialist is unavailable, call/email Lynn Schemel, Director of Assessment. If unavailable, call/text Cheryl Perkins, Assessment Specialist-Contracts.
- Contact other appropriate IDOE staff via call or text message and follow-up email. The text should indicate **URGENT: [Program] [Name of System] Identified Issue— [Location]** (e.g., URGENT: ISPROUT KReady Identified Issue—Statewide).
  - Additional information should be sent to IDOE via email with the JHU program team cc'd.

At the time of the call, JHU and the Assessment Specialist will decide if the field should pause using the KReady system until confirmation that performance has been restored.

Timing	Action
<b>Within 5 minutes*</b>	IDOE will receive an acknowledgement that the alert was received by JHU and escalate internally, as needed. If acknowledgement from JHU has not been received within 5 minutes, IDOE Director or Assessment Specialist will call a JHU contact.
<b>Within 30 minutes</b>	JHU will provide the Director/Assessment Specialist a recommendation about the text to be sent to the field based on information known about the issue.
<b>Within 60 minutes</b>	JHU will provide the Director/Assessment Specialist with a subsequent update for the field if the issue is not resolved.
<b>Within 60 minutes</b>	JHU will document the issue and mitigation in the relevant knowledge base resource.
<b>Ongoing updates</b>	IDOE will receive ongoing updates from JHU as new information becomes available or until the issue is resolved. In the event that system engineers continue to work on a Priority 1 issue overnight, JHU will provide IDOE with an update at the beginning of the following business day. IDOE and JHU will collaborate to determine if more frequent updates are needed.

\* Timing begins as soon as an issue is understood enough to determine what it is, with the intent of both notifying IDOE and the field and resolving the issue as quickly as possible.

After confirming the existence of an issue with Priority 1, IDOE Director of Assessment/Assessment Specialist will coordinate with the JHU designee on the type and timing of messaging with the intent to notify the field as quickly as possible. When technically feasible, JHU will post a banner or message on the KReady site and the Technical Support contact page with outage communication, and IDOE will send an email to all Users and CTCs.

### **Message 1: Initial Outage Communication Options**

(to be posted as a listserv announcement at the time agreed upon by the IDOE Director of Assessment/Assessment Specialist and JHU designee)

#### **Option 1: major issue identified, and ALL users should stop testing**

*John Hopkins University (JHU) identified an issue with the ISPROUT administration and is experiencing degraded performance statewide (or regional—specify). All schools must pause testing immediately until further notice.*

*JHU is working diligently to restore systems to optimum performance. Please continue to monitor the KReady site for additional updates. IDOE will send a follow-up correspondence as soon as system performance is restored.*

*Please contact the JHU Help Desk by calling 888-602-8343 or completing [this form](#) for assistance or support.*

#### **Option 2: major issue identified that SOME users may be experiencing; majority of testers should keep testing**

*John Hopkins University (JHU) identified an issue on the ISPROUT administration, and some testers may be experiencing degraded performance.*

*Please continue utilizing ISPROUT. If you experience degraded performance, please contact the JHU Help Desk by calling 888-602-8343 immediately.*

*JHU is working diligently to restore systems to optimum performance. Please continue to monitor the KReady site for additional updates. IDOE will send a follow-up correspondence as soon as system performance is restored.*

**When JHU systems have returned to optimum performance, go to Message 2 below for next correspondence.**

**Message 2: Outage Communication when JHU Systems Performance is Restored**

*John Hopkins University (JHU) systems (specify, if applicable) have been restored to optimum performance as of XX:XX a.m. [p.m.] ET. Schools may now resume entering ratings for students.*

*JHU is working diligently with the Indiana Department of Education to ensure that JHU systems degraded performance issues are addressed going forward.*

*Please contact the JHU Help Desk by calling 888-602-8343 or completing [this form](#) for support or assistance.*

**Part 3 – Help Desk Tracking and Monitoring**

IDOE and JHU will review issues and other information on the next implementation call and review Help Desk Weekly and Quarterly Reports.