1. Rita Geller, in her role as Associate Director for Administration, will be responsible for coordinating and working with the other Associate Directors and Christine Fitzgerald, the Communications Manager, for all official IS&T systems/services communications to customers.

2. Key contacts have been identified in each operational area for systems issues or questions that arise that are large in scale, and have a large impact on multiple people and departments.

3. Our goal is to be proactive in all communications. Whenever possible we will continue to steer community inquiries toward appropriate IS&T channels - 3Down for outage information, kb.mit.edu for more detailed and comprehensive information on IS&T services, the Help Desk for help and routing of issues. We intend to explore other channels for facilitating the exchange of quick information between knowledgeable staff in IS&T and members of the community, such as twitter and/or instant messaging.

4. When a coordinated response is appropriate, it will be drafted by the affected service experts/owners. It will be reviewed to ensure that the response is easily understood by a non-technical person. The framework for our communications should make clear what the issue is, what the potential impact is and for whom, actions users could/should take if any, and where to look for more help/information. Robin Elices will be notified immediately.