1. Place Incident either 
   a. via ITIL ServiceNow form
   b. /services self service web page
   Either way, find Incident number for next step. (self-service form: click “My Tickets” upper right)
2. Contact ITOC via: #ITOC Slack Channel or phone 650-721-4862 (24x7 ITOC) or 650-723-1180
   AND confirm with ITOC that you need them to manage a P1 or P2 and include Incident#, number of users being impacted, and why it’s a Major incident

Important Knowledge Base Articles on the Major Incident Process:
KB00014750 – Escalating to ITOC (MOST IMPORTANT)
KB00015854 – Why ITOC Takes Ownership)
KB00014934 – DOC for highly distributed outage
ITSM Process page – Major Incident Process documents (newer one attached, but page has high level flow as well)

Insure UIT team member access to On-Call numbers at https://uit.stanford.edu/support (General Numbers) for your UIT team and/or IT Partners contact info for UIT ET teams and their business office partners. If you need to expedite issues yourself, this is a way to quickly find the On-Call numbers for everyone in UIT ET. You don’t necessarily need to remember this link if you can remember that it’s on the bottom of all UIT.stanford.edu/community pages.