

Emergency cover

Emergency cover is provided outside normal working hours. Contacts requiring assistance will be asked to specify whether the call is urgent or non-urgent. Urgent calls are relayed to an on-call engineer for immediate action; non-urgent calls are dealt with at the beginning of the next working day. The fault reporting information provided by the JANET Service Desk includes the telephone number for the emergency service. If the problem reported requires attention outside normal working hours then the site contact must be available to discuss the matter with the engineer when the call is returned.

Please note that the out-of-hours emergency telephone number is not advertised on the web and should only be given to staff who are JANET contacts.

Source URL: <https://community.jisc.ac.uk/library/janet-services-documentation/emergency-cover>