QUICK TIPS FOR WORDING

1. The “big blue title” line should not include acronyms.

2. Title line describes the service affected not the actual hardware device (i.e. server names).

3. Use “maintenance” to describe a wide range of activities such as firmware upgrades, patching, software upgrade, security fix, reboots, etc.

4. Final Status Update is well-worded and without acronyms.

5. The event description is well-worded but contains several acronyms and technospeak the user community may not be able to decipher.

6. Include a Ticket Number Reference (not shown to user community).

7. Look for and correct typos, spelling errors, and poor grammar.


EXAMPLE OF EMAIL RECEIVED BY USER

Northwestern IT Services Update

Dear Northwestern IT Services User,

You are receiving this message because you are subscribed to Northwestern IT Service Status updates. To update your preferences, you may Quick Subscribe or Unsubscribe.

Patching Evanston Production ESB/MQ Servers

Status Update
2018-04-08 09:30:01

Scheduled maintenance has been completed. If you paused any event-based messaging for this update please resume normal operations.

Event Details

Service: Applications
Location: All Campuses
Status: Work completed
Start Date: 2018-04-08 09:00
End Date: 2018-04-08 09:15

Event Description

From 9:00 - 10:00 am on Sunday April 8th patching will be performed on NUSAM. During this time web services should fail-over to the Chicago servers and continue to function normally. The Evanston SOA servers will be patched and rebooted as well the underlying NSP they make use of. During this time event-based messaging that makes use of nusam@northwestern.edu (this includes calls to the mq-publisher and mq-consumer hosted on Apigee) will not be available.

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POSTING TIPS FOR

- scheduled maintenance
- service alerts
- service interruptions