Northwestern | INFORMATION TECHNOLOGY

SERVICE STATUS POSTING TIPS

GUIDELINES FOR WORDING:

1. The "big blue title" line should not include acronyms. Title line describes the <u>service</u> affected not the actual hardware device.

2. For cloud service interruptions, provide the link to the cloud service provider's status page.

3. Include **Next Update by HH:MM** statement in the event description to inform when to expect additional information.

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

5. The event description should <u>not</u> contain acronyms or techno speak the user community would have difficulty deciphering or understanding. Look for and correct typos, spelling errors, and poor grammar.

6. Include the ITSM Ticket Number.

7. Final Status Update confirms a return to normal operation and may include any follow up actions end users should take.

8. Keep language simple. Be consistent with wording.

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.

Service Interruption Teams, Microsoft 365

Status Update

2021-03-15 15:59:27 - Daniel P Daley

Microsoft continues work to restore services but does not have an estimate when services will be fully restored.

Additional updates can be found at the Microsoft Status Page: https://status.office.com/

We will post an update by 5:00pm

Event Details

> **Service:** Office 365
>
> **Location:** All Campuses
>
> **Status:** Status follow-up
>
> **Start Date:** 2021-03-15 14:45:00
>
> **End Date:** TBD

Event Description

Information Technology has received reports of service interruptions related to Microsoft 365 products. Microsoft has confirmed the issue is within their environment and is working to restore service.
Users may be unable to access multiple Microsoft 365 services including Teams, Exchange, Yammer.

CONTACT:

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Choosing the Status Type:

➢ **Service Interruptions – for slow performance, degradation, or loss of service.**

➢ **Service Alerts – when there's no customer impact such as a loss of redundancy.**

➢ **Scheduled Maintenance – for planned work and is often populated from the change request.**