

Title: UCF IT Outage Communication Checklist	Effective: 05/21/2021
	Revised: 06/09/2021
Approved By: Matthew Hall, VP for Information Technology and CIO	Page 1 of 23

Revision History			
Revision (Rev)	Date of Rev	Owner	Summary of Changes
Immediate To-Do Items and Definitions Sections	06/09/2021	Scott Baron	Switched order of Statuspage & Teams channel post, added Service Owner/SD asterisk section & updated Communications Lead Definition

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DEFINITIONS:

- Service Owner** - The service owner is accountable for the service within the organization regardless of where the technology components or professional capabilities reside. The Service Owner may or may not be the Communications Lead.
- Communications Lead** – UCF IT Assistant/Associate Director (AD) or above. AD can delegate to manager if applicable. The delegate cannot be the Service Owner.

- **Operations** – UCF IT department responsible for sending outage communication templates, updating social media and facilitating after-hours procedures
- Statuspage – External web page displaying UCF service status (<https://status.ucf.edu>).

Activate once **Service Owner** confirms services are degraded or unavailable and cannot be restored within **10 minutes**

NOTE: If a communication medium below is unavailable, use best discretion to make updates to the other mediums that are available.

IMMEDIATE TO-DO ITEMS:

- ☐ * **Service Owner** creates a Problem record in ServiceNow

Is this a Statuspage Service (reference service list below in [APPENDIX A](#))?

- ☐ YES

MUST COMPLETE ENTIRE OUTAGE COMMUNICATION CHECKLIST

- ☐ * **Service Owner** updates [Statuspage](#) service status (up, degraded or down). See [APPENDIX E](#) for Statuspage procedures.
 - ☐ **Communications Lead** contacts Service Desk (407-823-5117) to update status line
- ☐ NO

UCF IT Assistant/Associate Director or above makes the decision on whether or not to follow outage communication checklist.

- ☐ * **Service Owner** posts a notification to Microsoft Teams “Campus IT Community (CITC) 'Outage Communication'” channel including Problem Number reference.

**The Service Owner is permitted to have an assigned delegate (when necessary) create the Problem record, update Statuspage and post the notification to the CITC Outage Communication channel.*

If the assigned delegate is unavailable, the Service Owner can contact the Service Desk to follow the same process of creating the Problem record, updating Statuspage and posting the notification to the CITC Outage Communication channel. The Service Owner is required to provide enough information to the Service Desk, so all communication mediums are current, accurate and complete.

*If the Service Desk validates a Problem record has not been created **after 30 minutes** of receiving contacts of impacted service(s) and there has been no contact from the Service Owner, then the Service Desk is permitted to open a Problem record on behalf of the Service Owner, update Statuspage and post a notification to the CITC Outage Communication channel.*

COMMUNICATIONS LEAD AND OPERATIONS TO-DO:INITIAL OUTAGE COMMUNICATION

- ☐ Communications Lead drafts message and identifies impacted audience for Operations or Communications Lead to email (reference [APPENDIX B](#) below for UCF IT or CITC distribution lists that could be used).

Does communication require campus wide or mass email listserv distribution?

☐ YES

- ☐ Communications Lead contacts Operations (407-823-2908) with communication details prepared
- ☐ Operations sends out *[INITIAL](#) outage communication (using UCF IT Outage Communication Templates) to the following appropriate/affected audiences (distribution lists, Listservs, individuals, etc.) identified by the Communications Lead

*OPERATIONS OLA – INITIAL to be sent w/in 15 minutes upon retrieval of notice from AD or above

- ☐ Operations updates social media (Twitter and Facebook)

☐ NO

- ☐ Communications Lead sends out [INITIAL](#) outage communication (using UCF IT Outage Communication Templates) to the following appropriate/affected audiences they have identified

- ☐ Communications Lead updates Statuspage (if applicable) with same verbiage of email template communication (see [APPENDIX E](#) for Statuspage procedures)
- ☐ Communications Lead [posts](#) ServiceNow Self-Service Portal Service Alert with same verbiage of email template communication and determines if [banner](#) should be displayed. Reference [APPENDIX C](#) below for instructions.

OUTAGE UPDATE COMMUNICATION

At a maximum of one-hour increments, provide update on progress and ETA to service restoration if services are not restored.

Communication required campus wide or mass email listserv distribution?

☐ YES

- ☐ Communications Lead provides update to **Operations** with more information on underlying issue status
- ☐ **Operations** sends out UPDATE outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL communication
- ☐ **Operations** updates social media (Twitter and Facebook) with more information on underlying issue status

☐ NO

- ☐ Communications Lead sends out UPDATE outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL communication
- ☐ Communications Lead updates Statuspage (if applicable) with more information on underlying issue status with same verbiage of email template communication (see APPENDIX E for Statuspage procedures)
- ☐ Communications Lead updates the "Outage Communication" channel with more information on underlying issue status
- ☐ Communications Lead updates ServiceNow Self-Service Portal Service Alert (and banner if applicable) with same verbiage of email template communication
- ☐ Communications Lead contacts Service Desk (407-823-5117) to update status line message (if applicable)

OUTAGE [RESOLUTION](#) COMMUNICATION**After 30 minutes of verifying services are fully restored**

Communication required campus wide or mass email listserv distribution?

☐ YES☐ **Communications Lead** provides update to Operations that services are restored☐ **Operations** sends out [RESOLUTION](#) outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL and UPDATE communications☐ **Operations** updates social media (Twitter and Facebook) that services are restored☐ NO☐ **Communications Lead** sends out [RESOLUTION](#) outage communication (using UCF IT Outage Communication Templates) to the same individuals identified within the INITIAL and UPDATE communications☐ **Communications Lead** updates Statuspage that services are restored (see [APPENDIX E](#) for Statuspage procedures)☐ **Communications Lead** contacts Service Desk (407-823-5117) to update status line that services are restored☐ **Communications Lead** updates the "Outage Communication" channel that services are restored☐ **Communications Lead** [removes](#) ServiceNow Self-Service Portal Service Alert and banner if applicable☐ **Communications Lead** updates Problem record within 30 minutes following resolution.☐ **Communications Lead** generates PDF Problem report (reference [APPENDIX D](#) below for instructions) from ServiceNow with root cause analysis or reason root cause analysis is still pending for executive leaders to review within 2 weeks following problem record submission.

AFTER HOURS PROCEDURES:**If service degradation or outage is after business hours**

- ☐ Operations calls and texts staff using On-Call calendar
 - If unable to reach staff after multiple attempts, after 10 minutes, Operations updates Statuspage service (if applicable)
 - If unable to reach staff after multiple attempts, after 10 minutes, Operations posts a notification to Microsoft Teams "Campus IT Community (CITC) 'Outage Communication'" channel
 - Operations to follow standard operating procedure regarding on call policy escalation after multiple attempts with no answer
 - ☐ Operations creates a group text for managers and directors for impacted services as needed
 - ☐ On-call staff contacts Service Owner (if different) to begin Outage Communication checklist
 - ☐ Service Owner to confirm Communications Lead has been contacted and ready to begin their assigned tasks
-

APPENDIX A – CURRENT IT SERVICES, OWNERS AND COMM LEADS

Here are the current IT services (and their **Service Owners** -> **Communication Leads**) that are used to answer the question [above](#) on whether or not the service is a Statuspage service.

Software and Applications Distribution (Statuspage Abbr. = Software & App Distribution)

- UCF Apps (**Rob Connors** -> JP Peters)
 - *UCF Apps is the campus virtual desktop and lab platform. For more information, visit <https://it.ucf.edu/ucf-apps>.*

Web Services

- my.ucf.edu (**Felicia Kendall** -> Felicia Kendall)
 - *Central Gateway for access to UCF resources like Student Center, Webcourses, including Human Resources and Financial applications.*
- DNS – Public Internet-Facing (Statuspage Abbr. = DNS – Public) (**Matt Wattles** -> Bob Mello)
 - *Internet name resolution for UCF websites and services.*

Human Resource Systems

- Human Capital Management (**Felicia Kendall** -> Felicia Kendall)
 - *Peoplesoft Human Capital Management application for Payroll, Benefits, and Time and Labor.*

IT Service Delivery and Support (Statuspage Abbr. = IT Service Delivery & Support)

- ServiceNow (**Scott Baron** -> Scott Baron)
 - *IT service management platform facilitating service intake, service management and service delivery.*

Printing and Related Services (Statuspage Abbr. = Printing & Related Services)

- Student Printing (**Ron Carey** -> Parker Snelson)
 - *Student and public printing services, specifically as enabled by PaperCut, available in UCF Libraries and Student Computing Labs.*

Student Information Systems

- Campus Solutions (**Felicia Kendall** -> Felicia Kendall)
 - *PeopleSoft Student application for Student Center, Class Registration, and Financial Aid.*

Financial and Procurement Systems (Statuspage Abbr. = Financial & Procurement)

- UCF Financials (**Felicia Kendall** -> Felicia Kendall)
 - *PeopleSoft Financials application including Accounts Receivable, Billing, Procurement, and Travel.*
- Adaptive Planning (**Manoharan Arumugam** -> Manoharan Arumugam)
 - *Workday Cloud-based application for financial planning and budgeting.*

Network and Connectivity Management (Statuspage Abbr. = Network & Connectivity)

- Campus Internet (**Trevor Zarnowicz** -> Lou Garcia)
 - *Connectivity to the internet for UCF Main campus, UCF Downtown, UCF Lake Nona and Rosen College.*
- Housing Internet (**Bryan Bazemore** -> Lou Garcia)
 - *Connectivity to the internet for all housing dormitories which includes UCF Main campus, Union West (UCF Downtown), and Rosen College.*
- DNS – Internal (**Matt Wattles** -> Bob Mello)
 - *On-campus name resolution for UCF websites and services.*
- Enterprise VPN (**Jeff Smith** -> Adnan Hameed)
 - *Provides faculty, staff and students secure remote access to university resources.*

Email and Collaboration Services (Statuspage Abbr. = Email & Collaboration)

- Microsoft 365 (**Steve Crowe** -> Lisa Isham)
 - *Cloud services including Email, Teams, OneDrive, SharePoint, Power BI, and Planner.*

Data Center Services

- Virtual Server Hosting (Tim Telkamp -> Bob Mello)
 - *Virtual Machine infrastructure and data center security for DSO and CSB.*
- Physical Server Hosting (Lisa Wayte -> Bob Mello)
 - *Physical server hosting services include racking, cabling, start up, and reboot services.*
- Microsoft Azure (Matt Wattles -> Bob Mello)
 - *Public cloud infrastructure and connectivity to Microsoft Azure from UCF.*
- Amazon Web Services (Tim Telkamp -> Bob Mello)
 - *Public cloud infrastructure and connectivity to Amazon Web Services from UCF.*

Mass Communications and Emergency Notifications (Statuspage Abbr. = Mass Communications)

- ListServ (Karl Johnson -> Bob Mello)
 - *Campus mailing list service.*

Conferencing and Telephones (Statuspage Abbr. = Conferencing & Telephones)

- Cisco IPT Phone System (Sean Mulligan -> Lisa Isham)
 - *UCF enterprise voice service which includes all Cisco desk phones and Cisco Contact Center (Finesse) clients.*
- Skype for Business Phone System (Statuspage Abbr. = Skype for Business) (Sean Mulligan -> Lisa Isham)
 - *UCF enterprise voice service which includes all Skype for Business desk phones/softphones, voice mail and response groups.*

Identity and Access Management (Statuspage Abbr. = Identity & Access Management)

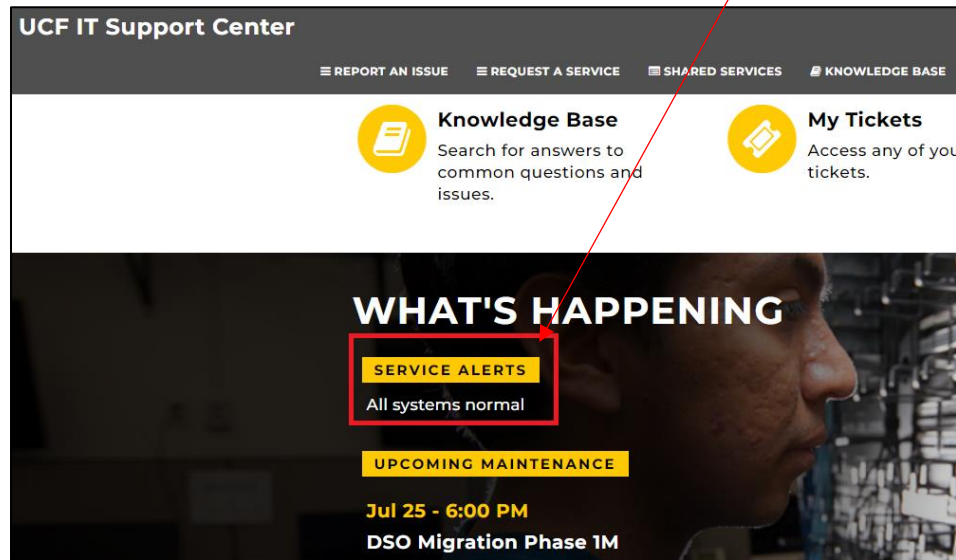
- Active Directory Domain Services (Statuspage Abbr. = Active Directory Domain) (Matt Wattles -> Bob Mello)
 - *Directory services that authenticate and connect students, faculty, and staff with network resources such as campus workstations, servers, and services.*
- UCF Federated Identity (Single Sign On) Authentication Service (Statuspage Abbr. = Single Sign On Service) (Matthew Fitzgerald -> Matthew Fitzgerald)
 - *Students, faculty, and staff use the UCF Federated Identity service to sign on to UCF services such as myUCF, Webcourses, etc.*
- Account Password Reset (Brian Strickland -> Marc Cassidy)
 - *Students, faculty, and staff can use this tool (<https://www.mynid.ucf.edu>) to reset their account's (NID, OID or DTC Atlas) password.*

APPENDIX B - UCF IT OR CITC DISTRIBUTION LISTS

- UCF IT Internal Outage Notification Listserv
 - ucfit-outage-notification@listserv.cc.ucf.edu
- UCF IT-All
 - UCFTeam-UCFIT-All@groups.ucf.edu
- Campus IT Community
 - UCFTeam-UCFIT-ITRCC@groups.ucf.edu
- Campus Wide Email Communications
 - Ucfempl-all list
 - Ucfstudents-all list

APPENDIX C – SERVICENOW [SELF-SERVICE PORTAL](#) ALERT POSTING/UPDATE

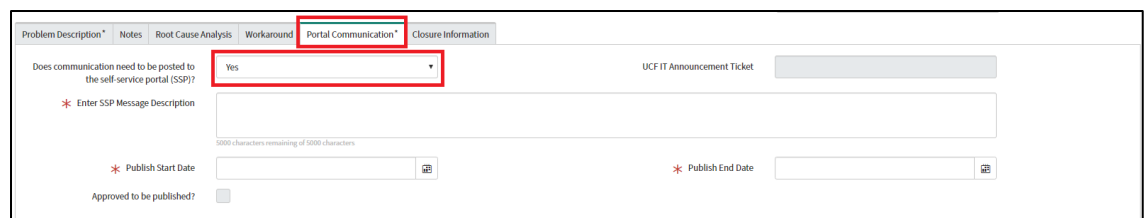
This functionality allows the **Communications Lead** to post service alerts and provide updates to the [self-service portal](#) (SSP) and IT website directly from the problem record.



INITIAL SERVICE ALERT POST INSTRUCTION:

To initially post a service alert to the SSP from the problem record, you will need to fill out the “Portal Communication” section/tab.

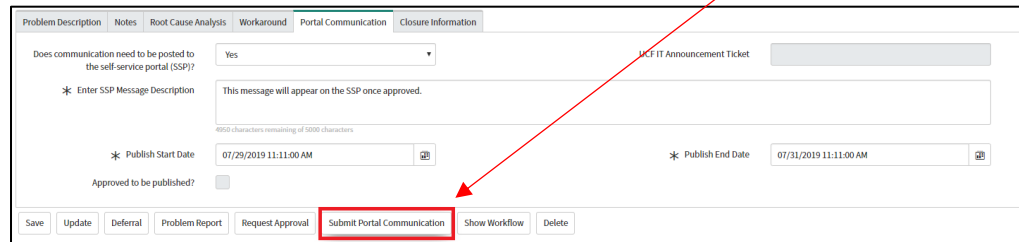
For the question “Does communication need to be posted to the self-service portal (SSP)?” select “Yes”.



After selecting “Yes”, you will need to fill out the remaining fields.

- * Enter SSP Message Description
 - o The text entered should reflect the **same verbiage** used for the other outage communication mediums.
- * Publish Start Date – This date is chosen for when the service alert should appear on the SSP
- * Publish End Date – This date is chosen for when the service alert should be taken down from the SSP

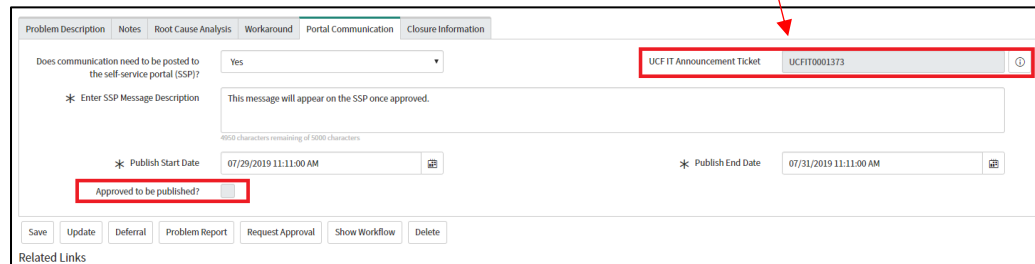
Once the fields are filled out, you will need to select Submit Portal Communication.



The screenshot shows the 'Portal Communication' tab in a system interface. The form includes fields for 'Does communication need to be posted to the self-service portal (SSP)?' (set to 'Yes'), 'Enter SSP Message Description' (with a placeholder 'This message will appear on the SSP once approved.'), 'Publish Start Date' (07/29/2019 11:11:00 AM), and 'Publish End Date' (07/31/2019 11:11:00 AM). At the bottom, there is a row of buttons: 'Save', 'Update', 'Deferral', 'Problem Report', 'Request Approval', 'Submit Portal Communication' (highlighted with a red box), 'Show Workflow', and 'Delete'. A red arrow points from the text above to the 'Submit Portal Communication' button.

After submitting, you will see a UCF IT Announcement Ticket ID appear.

The “Approved to be published?” checkbox will not be checked until the required approval is complete.



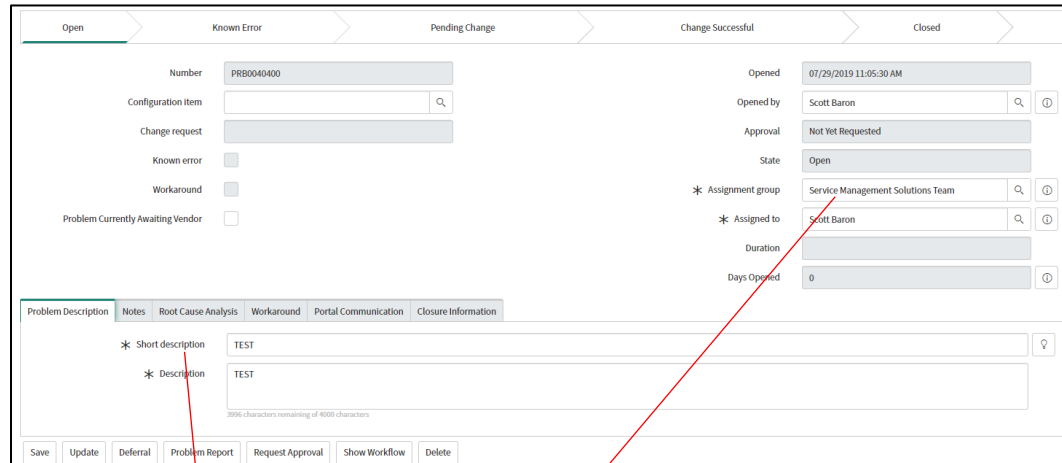
The screenshot shows the same 'Portal Communication' form after submission. The 'UCF IT Announcement Ticket' field now displays the ID 'UCFIT0001373' and is highlighted with a red box. The 'Approved to be published?' checkbox is also highlighted with a red box. A red arrow points from the text above to this checkbox. The 'Submit Portal Communication' button is no longer highlighted.

After the “Submit Portal Communication” button is selected, a UCF IT Announcement service alert request is generated automatically. The problem record Short description comes across as the Announcement Title and the SSP Message Description is the Announcement Details.

The Assignment Group Manager (or Delegate) will be notified to approve the service alert initial post. Once approved, the first initial SSP message will be posted.

Following selecting the Submit Portal Communication button:

- Problem record to UCF IT Announcement Service Alert record relationships:



Open Known Error Pending Change Change Successful Closed

Number: PRB0040400

Configuration Item: [Search]

Change request: [Text]

Known error: ☐

Workaround: ☐

Problem Currently Awaiting Vendor: ☐

Opened: 07/29/2019 11:05:30 AM

Opened by: Scott Baron

Approval: Not Yet Requested

State: Open

* Assignment group: Service Management Solutions Team

* Assigned to: Scott Baron

Duration: [Text]

Days Opened: 0

Problem Description Notes Root Cause Analysis Workaround Portal Communication Closure Information

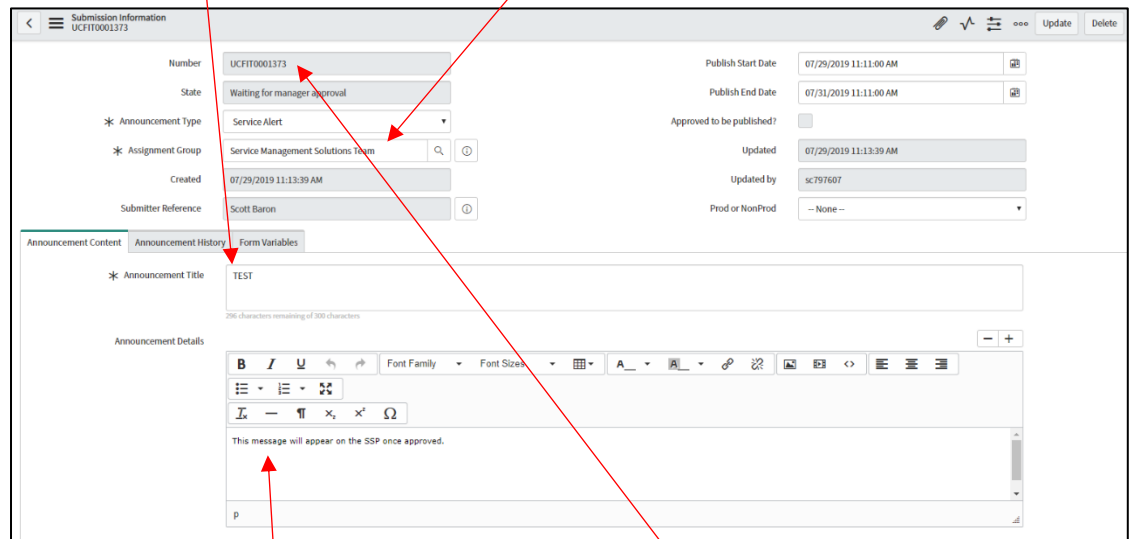
* Short description: TEST

* Description: TEST

3996 characters remaining of 4000 characters

Save Update Deferral Problem Report Request Approval Show Workflow Delete

- UCF IT Announcement Service Alert record:



< Submission Information UCFIT0001373 Update Delete

Number: UCFIT0001373

State: Waiting for manager approval

* Announcement Type: Service Alert

* Assignment Group: Service Management Solutions Team

Created: 07/29/2019 11:13:39 AM

Submitter Reference: Scott Baron

Publish Start Date: 07/29/2019 11:11:00 AM

Publish End Date: 07/31/2019 11:11:00 AM

Approved to be published?: ☐

Updated: 07/29/2019 11:13:39 AM

Updated by: sc797607

Prod or NonProd: -- None --

Announcement Content Announcement History Form Variables

* Announcement Title: TEST

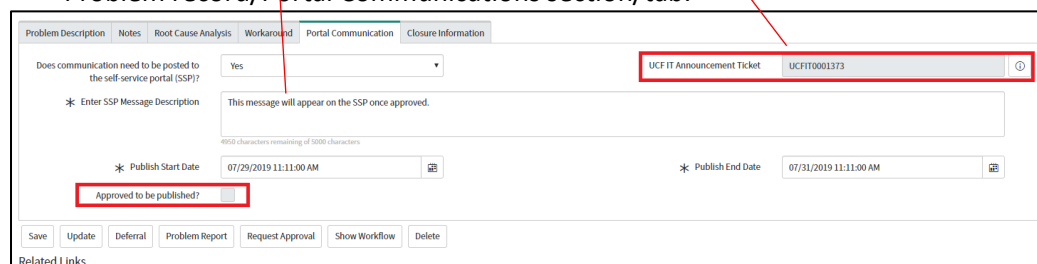
296 characters remaining of 300 characters

Announcement Details

This message will appear on the SSP once approved.

p

- Problem record/Portal Communications section/tab:



Problem Description Notes Root Cause Analysis Workaround Portal Communication Closure Information

Does communication need to be posted to the self-service portal (SSP)? Yes

* Enter SSP Message Description: This message will appear on the SSP once approved.

4620 characters remaining of 5000 characters

* Publish Start Date: 07/29/2019 11:11:00 AM

* Publish End Date: 07/31/2019 11:11:00 AM

Approved to be published?: ☐

UCF IT Announcement Ticket UCFIT0001373

Save Update Deferral Problem Report Request Approval Show Workflow Delete

Related Links

UCF IT Announcement Service Alert record:

- One approval (Assignment Group Manager or Delegate):

Update

Delete

Announcement Approvals (2)

Attachments

Audit History (14)

Audit Records (4)

Certification Elements

Announcement Approvals

New

Search

State

Search

1

to 2 of 2

Approvals

State

Approver

Comments

Approval for

Task type

Created

i

Approved

Scott Baron

(empty)

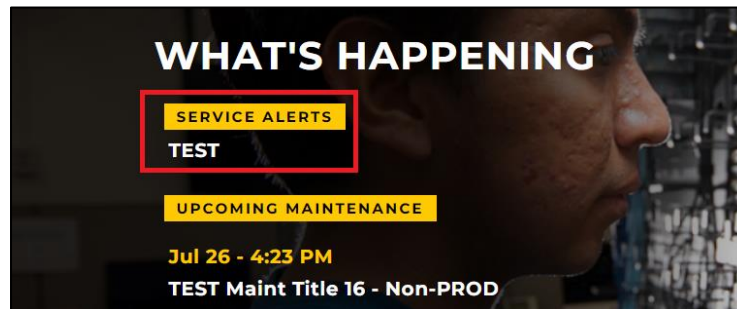
07/29/2019 11:13:39 AM

Problem record/Portal Communications section/tab:

- Approved to be published

Problem Description	Notes	Root Cause Analysis	Workaround	Portal Communication	Closure Information
Does communication need to be posted to the self-service portal (SSP)?		Yes		UCF IT Announcement Ticket: UCFIT0001373	
* Enter SSP Message Description		This message will appear on the SSP once approved.			
* Publish Start Date		07/29/2019 11:11:00 AM		* Publish End Date	
* Approved to be published?		<input checked="" type="checkbox"/>			
Save	Update	Deferral	Problem Report	Request Approval	Show Workflow
Delete					

SSP view once approved:



Clicking into the service alert matches SSP Message Description.

Home > UCF IT Announcements	Search UCF IT
Service Alert:	
TEST	
This message will appear on the SSP once approved.	
Last updated: 08/12/2019 11:13:23 AM	

SERVICE ALERT BANNER POSTING TO SELF-SERVICE PORTAL (IF APPLICABLE):

Open the “UCF IT Announcement Ticket” ((i) icon) record within the Problem record within the Portal Communication section/tab.



Problem Description | Notes | Root Cause Analysis | Workaround | Portal Communication | Closure Information

Does communication need to be posted to the self-service portal (SSP)? Yes

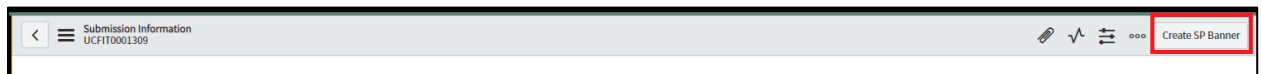
UCF IT Announcement Ticket UCFIT0001309

* Enter SSP Message Description This message will appear on the SSP once approved.

Submission Information

Open Record

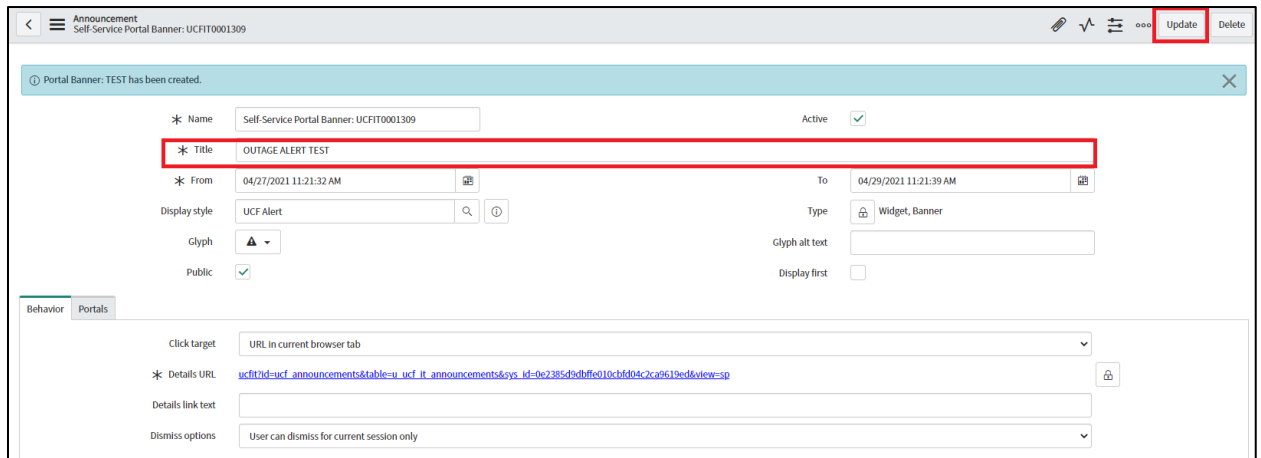
Click the “Create SP Banner” button



< Submission Information UCFIT0001309

Create SP Banner

Within the Title field, summarize the Service Alert consistent with other communication medium verbiage. The From and To are the publish start and end dates from the Problem record. Click Update.



< Announcement Self-Service Portal Banner: UCFIT0001309

Portal Banner: TEST has been created.

* Name Self-Service Portal Banner: UCFIT0001309 Active ☒

* Title OUTAGE ALERT TEST

* From 04/27/2021 11:21:32 AM To 04/29/2021 11:21:39 AM

Display style UCF Alert Type Widget, Banner

Glyph Glyph alt text

Public ☒ Display first ☐

Behavior Portals

Click target URL in current browser tab

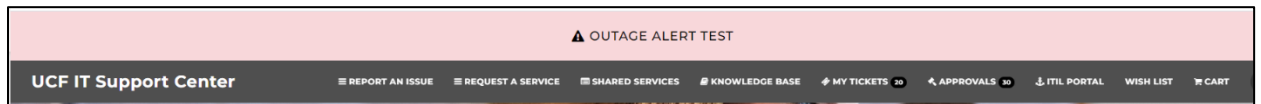
* Details URL [ucf.itid=ucf-announcements&table=u-ucf-it-announcements&sys_id=0e2385d9d8ffe010c6d04c2ca9619ed&view=sp](https://ucf.itsupportcenter.com/ucf-it-announcements&sys_id=0e2385d9d8ffe010c6d04c2ca9619ed&view=sp)

Details link text

Dismiss options User can dismiss for current session only

Update Delete

The banner will be displayed after Update.



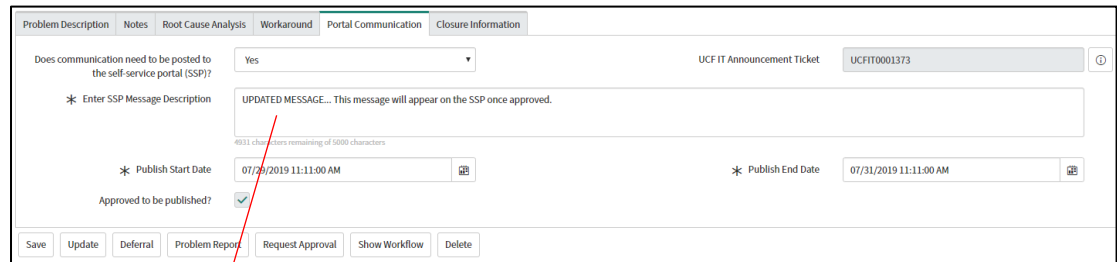
OUTAGE ALERT TEST

UCF IT Support Center

REPORT AN ISSUE REQUEST A SERVICE SHARED SERVICES KNOWLEDGE BASE MY TICKETS 20 APPROVALS 30 ITIL PORTAL WISH LIST CART

UPDATE SERVICE ALERT POST FROM THE PROBLEM RECORD:

Following the initial post, the **Communications Lead** can update the SSP Message Description directly from the problem record without approvals required. Once the text is modified, the **Communications Lead** can Save or Update the problem record.



Problem Description | Notes | Root Cause Analysis | Workaround | **Portal Communication** | Closure Information

Does communication need to be posted to the self-service portal (SSP)? Yes

UCF IT Announcement Ticket UCFIT0001373 ⓘ

* Enter SSP Message Description
UPDATED MESSAGE... This message will appear on the SSP once approved.
4931 characters remaining of 5000 characters

* Publish Start Date 07/26/2019 11:11:00 AM ⓘ

* Publish End Date 07/31/2019 11:11:00 AM ⓘ

Approved to be published? ☒

Save Update Deferral Problem Report Request Approval Show Workflow Delete



Home > UCF IT Announcements

Search UCF IT ⓘ

Service Alert:

TEST

UPDATED MESSAGE... This message will appear on the SSP once approved.

Last updated: 08/12/2019 11:15:03 AM

SERVICE ALERT BANNER UPDATE TO SELF-SERVICE PORTAL (IF APPLICABLE):

Re-open the “UCF IT Announcement Ticket” ((i) icon) record within the Problem record within the Portal Communication section/tab.



Problem Description | Notes | Root Cause Analysis | Workaround | Portal Communication | Closure Information

Does communication need to be posted to the self-service portal (SSP)? Yes

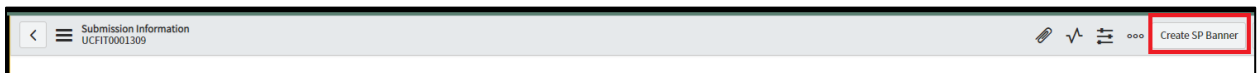
UCF IT Announcement Ticket UCFIT0001309

* Enter SSP Message Description This message will appear on the SSP once approved.

Submission Information

Open Record

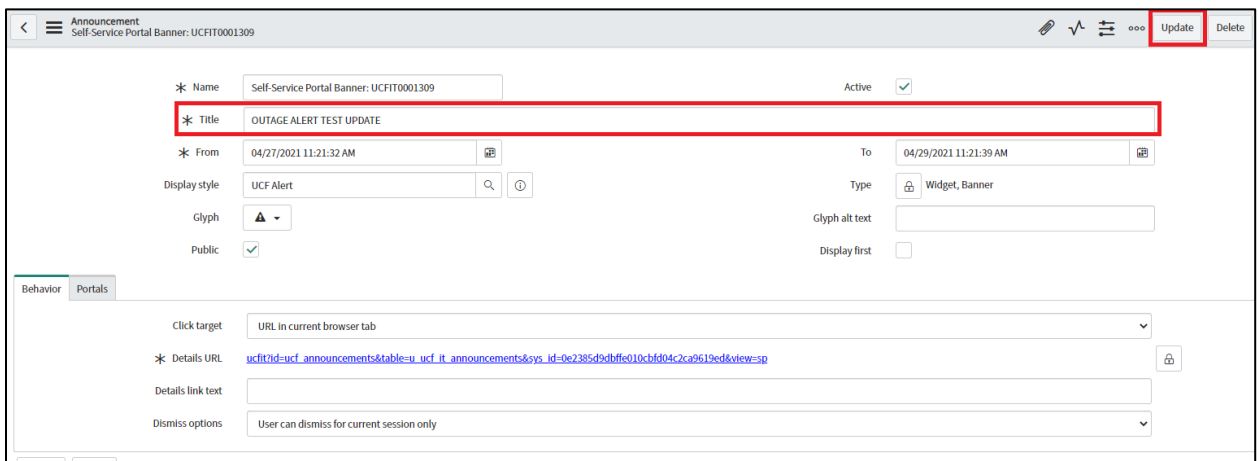
Click the “Create SP Banner” button



< ≡ Submission Information UCFIT0001309

Create SP Banner

Within the Title field, applicably update the Service Alert consistent with other communication medium verbiage. Click Update.



< ≡ Announcement Self-Service Portal Banner: UCFIT0001309

* Name Self-Service Portal Banner: UCFIT0001309 Active ☒

* Title OUTAGE ALERT TEST UPDATE

* From 04/27/2021 11:21:32 AM To 04/29/2021 11:21:39 AM

Display style UCF Alert Type Widget, Banner

Glyph Glyph alt text

Public ☒ Display first ☐

Behavior Portals

Click target URL in current browser tab

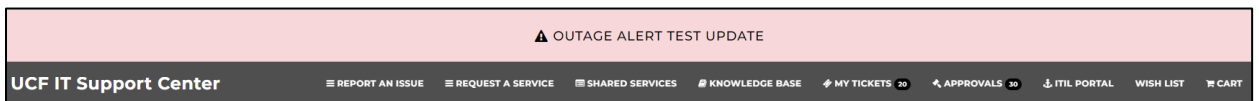
* Details URL ucf?tid=ucf_announcements&table=u_ucf_it_announcements&sys_id=0e2385d9d8ffe010c6d04c2a9619ed&view=sp

Details link text

Dismiss options User can dismiss for current session only

Update Delete

The banner will be displayed after Update.



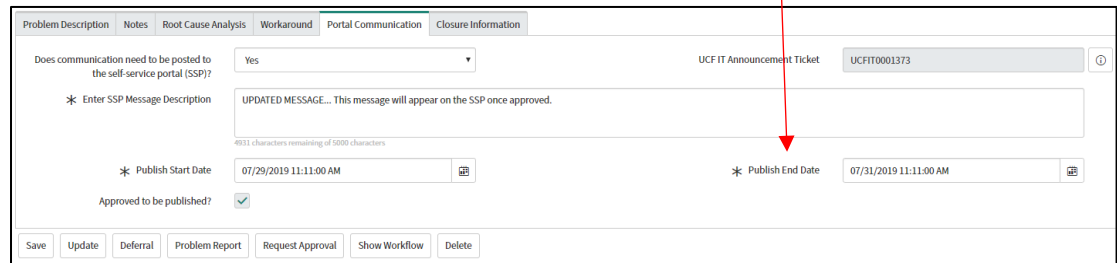
▲ OUTAGE ALERT TEST UPDATE

UCF IT Support Center

REPORT AN ISSUE REQUEST A SERVICE SHARED SERVICES KNOWLEDGE BASE MY TICKETS 20 APPROVALS 30 ITIL PORTAL WISH LIST CART

REMOVING SSP SERVICE ALERT AND BANNER POST

To remove SSP service alert and banner posts, modify the Publish End Date within the Problem record to a past date and time and then Save or Update the record.



Problem Description | Notes | Root Cause Analysis | Workaround | **Portal Communication** | Closure Information

Does communication need to be posted to the self-service portal (SSP)? Yes

UCF IT Announcement Ticket UCFIT0001373

* Enter SSP Message Description UPDATED MESSAGE... This message will appear on the SSP once approved.

4031 characters remaining of 10000 characters

* Publish Start Date 07/29/2019 11:11:00 AM

* Publish End Date 07/31/2019 11:11:00 AM

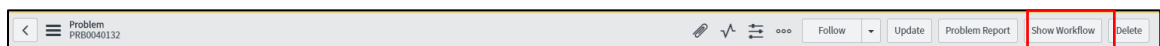
Approved to be published? ☒

Save Update Deferral Problem Report Request Approval Show Workflow Delete

APPENDIX D - GENERATING (RUNNING) A PROBLEM REPORT

A problem report is an executive summary report often used when departments inside or outside UCF IT are requesting a summary report of the problem.

To generate a “Problem Report”, click on the Problem Report button located on the problem record.



< Problem PRB0040132

Follow Update Problem Report **Show Workflow** Delete

By clicking this button, ServiceNow generates a PDF, which is downloaded to the clients browsers default location.

APPENDIX E – STATUSPAGE ADMINISTRATION

UCF IT uses a shared account to manage all Components and Incidents (Service Alerts). StatusPage.io has a very rudimentary account management design where all users have the same admin level rights. To request administration privileges, please contact Scott Baron (scott.baron@ucf.edu).

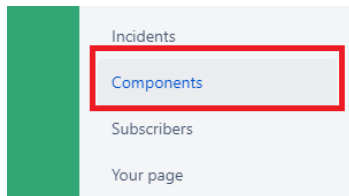
<https://manage.statuspage.io/login>

Username: ucfstatuspage@ucf.edu

PW: Secret Server access required

UCF IT > Communications > Shared Secrets > Service - Statuspage > Statuspage Login ☆

Component (Service) Guidelines and Procedures

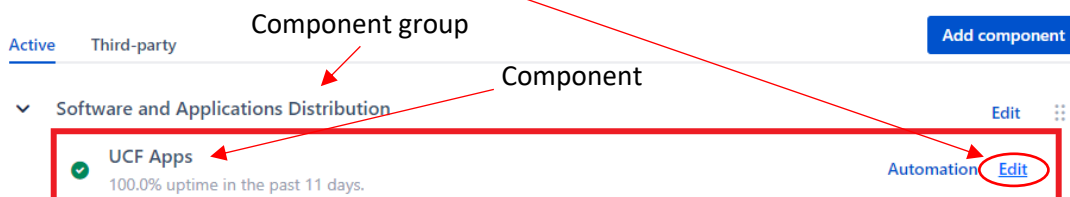


DO NOT add or delete any Components or Component groups. If Components need to be added or deleted, please reach out to Scott Baron (scott.baron@ucf.edu).

Editing Components

- Click Edit into your Service (Component)

Components



You are permitted to edit the Component name (25 character MAX) and Description if applicable including the support contact information.

Edit component

[Back to components](#)

Component name

UCF Apps

Status

✓ Operational

Description (optional)

UCF Apps is the campus virtual desktop and lab platform. For more information, visit <https://it.ucf.edu/ucf-apps>. For support, or if you have any questions, please contact the UCF Support Center @ 407-823-5117.

Give a helpful description of what this component does.

Component group

Software and Applications Distribution

Display uptime

☐ Display the historical status of this component on my status page ?

Component API ID

sc9byk897htb

You can use this ID to interact with this component via the [API](#).

DO NOT toggle
"Display uptime"
historical status.

Save component

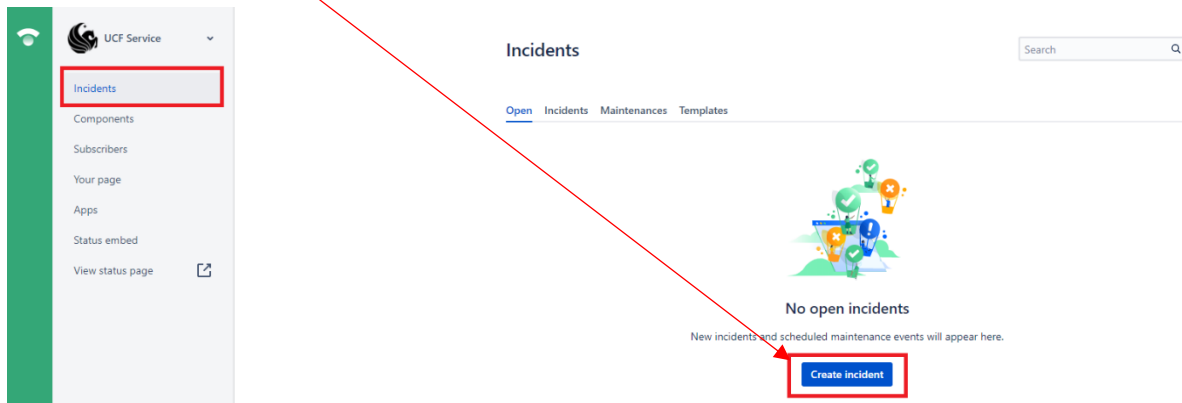
Delete component

Incident Guidelines and Procedures

When creating an Incident, please apply the following guidelines:

CREATE (INITIAL)

Click Create Incident



Incident name should be concise description of service degradation or outage. This incident name should be used across other communication mediums to ensure consistency.

Create incident

▲▼

Apply template ▼

Incident name

Incident name

This incident will be posted to page UCF Service

☐ Backfill an incident that happened in the past

Incident status

Investigating

Identified

Monitoring

Resolved

Message

We are currently investigating this issue.

Update the Incident status using the appropriate classification by clicking on the status category. The Message should reflect same verbiage used across other communication mediums to ensure consistency.

- Investigating – Currently investigating the issue
- Identified – The issue has been identified and a fix is being implemented
- Monitoring – A fix has been implemented and we are monitoring the results
- Resolved – This issue has been resolved.

Select Component (Service) affected and current status of degradation or outage. Check or un-check Send notifications. If unchecked, no messages will be sent.

Components affected [\(Select none\)](#) [?](#)

- > Software and Applications Distribution
- > Web Services
- > Human Resource Systems
- ▼ IT Service Delivery and Support [Select None](#)
 - ☒ ServiceNow


⚠ Degraded performance
- > Printing and Related Services
- > Student Information Systems
- > Financial and Procurement Systems
- > Network and Connectivity Management
- > Email and Collaboration Services
- > Data Center Services
- > Mass Communications and Emergency Notifications
- > Conferencing and Telephones
- > Identity and Access Management

Notifications

☒ Send notifications

[Create](#)

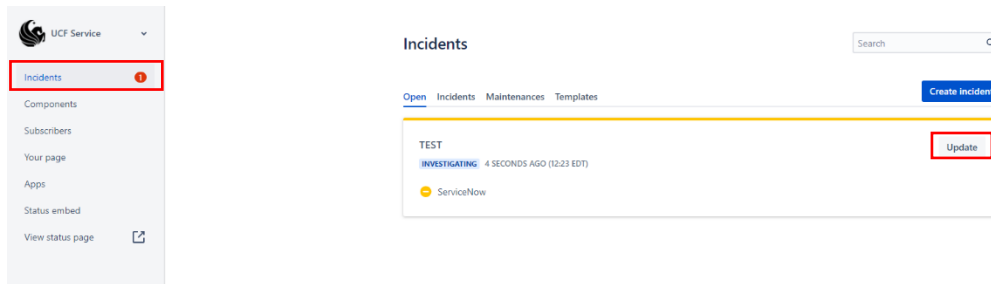
POST EXAMPLE TO status.ucf.edu

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UCF SIGN IN [+](#) [Q](#)

 UNIVERSITY OF
CENTRAL FLORIDAUCF Services Health Dashboard [SUBSCRIBE TO UPDATES](#)TEST [Subscribe](#)**Investigating** - We are currently investigating this issue.
May 3, 11:22 EDT

UPDATE



For updates, select the applicable Incident status and update Message consistent with other communication mediums. Check or un-check Send notifications. If unchecked, no messages will be sent.

TEST Impact **Minor**

Update History

< 1 MIN AGO (11:22 EDT)

INVESTIGATING

We are currently investigating this issue.

IT Service Delivery and Support - ServiceNow

Add new update Apply template

Incident status

Investigating Identified Monitoring Resolved

Message

UPDATE

Components affected [\(Edit\)](#)

IT Service Delivery and Support

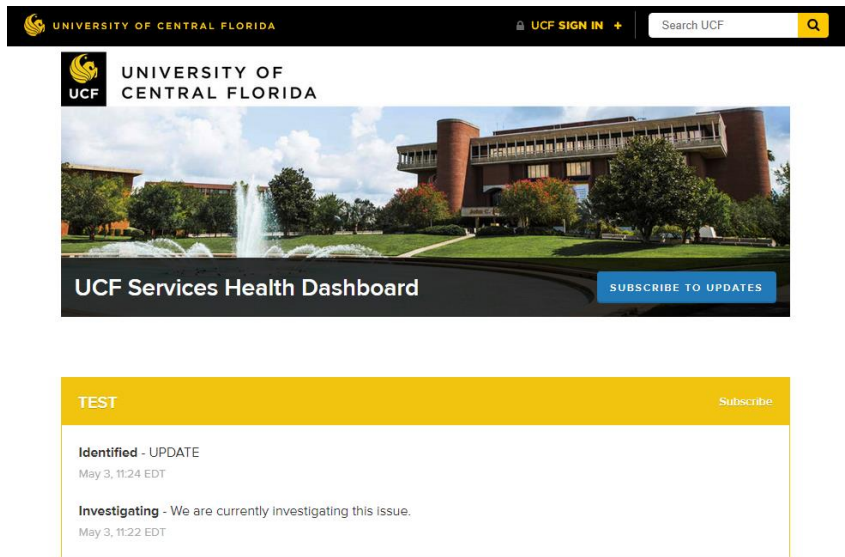
ServiceNow Degraded performance

Notifications

☒ Send notifications

Update

POST EXAMPLE TO status.ucf.edu



RESOLUTION (CLOSE)

To resolve the incident, select Resolved. Ensure you change the Component back to Operational. Update the message with the same verbiage used with other communication mediums to ensure consistency.

Add new update Apply template ▾

Incident status

Investigating Identified Monitoring **Resolved**

Message

This incident has been resolved.

Components affected [\(Edit\)](#) ?

IT Service Delivery and Support

ServiceNow **Operational** ▾

Notifications

☐ Send notifications

- Operational
- Degraded performance
- Partial outage
- Major outage
- Under maintenance

POST EXAMPLE TO status.ucf.edu

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UCF SIGN IN +

Search UCF

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UCF Services Health Dashboard

SUBSCRIBE TO UPDATES

All Systems Operational

Past Incidents

May 3, 2021

TEST

Resolved - This incident has been resolved.

May 3, 11:29 EDT

Investigating - We are currently investigating this issue.

May 3, 11:29 EDT