

Service Degradation Notification Template (External Client)

Subject: NexaCore Service Status Update: [Incident ID, e.g., INC-2025-10-042] - [Brief Summary]

Date & Time: [YYYY-MM-DD] at [HH:MM] AST

Prepared By: Communications Manager (Operations Team)

1. Initial Report / Confirmation

Dear [Client POC Name],

NexaCore Solutions is currently investigating an elevated service degradation impacting [State Scope: e.g., the core workflow engine / a specific regional cluster / reporting functionality].

Incident ID: [INC-YYYY-MM-XXX]

Priority Level: P1 (High Severity)

Affected Scope: [Specify exact services: e.g., New workflow creation is failing; Real-time data processing is delayed.]

Client Impact: [Briefly describe the likely effect on the client: e.g., Users may experience timeouts when attempting to launch new automation workflows.]

We have engaged our senior SRE and Operations teams and are working with the highest priority to diagnose the root cause and implement mitigation measures.

2. Current Status and Actions Taken

- **Status:** Investigation is ongoing. We have identified a potential issue with [e.g., a recent configuration change / an unexpected surge in load in the [Region] cloud zone].
- **Actions:**
 - The Incident Commander has been assigned and is coordinating the response.
 - We have isolated the suspected component to prevent further service degradation.
 - We are currently executing the automated failover procedure to our secondary availability zone.

3. Mitigation and Next Update

Our immediate goal is to restore service stability and performance.

Mitigation Plan: [e.g., Rollback to the pre-change configuration / Manually increase cluster capacity]

Estimated Time to Next Update: We will provide an update within [30 Minutes] or sooner if the

service is restored.

We apologize for the disruption and thank you for your patience.

Sincerely,

The NexaCore Operations Team