**Mobilink Outage Management**

There is a requirement within the HLD for management of outages

The requirement requires that all events are checked against a table held in CMDB. If it or its parent is found to be in a maintenance period then the event should be flagged to show that it is in Maintenance, the reason for this and the time that this maintenance period ends

Information about Maintenance periods is held within CMDB. We require it to hold

KeyField (Probably Node)

Start Time of Maintenance Period as an epoch

End Time of Maintenance Period as an epoch

Reason for Maintenance Period

We need to consider how ML are going to put information into this

**I propose that we have the following fields in the ObjectServer**

MaintFlag – this shows the Maintenance Status of the Event. This can be used to remove the events in maintenance from WebTop views and prevent further Impact Policies acting on the Event.

Proposed values are

0 – Waiting for status to be set

1 – In Service

2 – In Service (Overridden)

>9 – Different reasons for being out of service

MaintEnd – Shows the time at which this service period ends

**This will require 2 Impact policies**

Maintenance

This policy checks when an event initially comes into the ObjectServer against the CMDB to see if it or its parent should be in maintenance. If this is the case then it sets the alerts.status.MaintFlag to the appropriate value (Found in CMDB) and alerts.status.MaintEnd to the time this maintenance period ends (also found in CMDB).

MaintEnd

This policy takes all Events that are in Maintenance (MaintFlag > 9) and have reached the end of their maintenance period (MaintEnd < getdate() ). The policy resets MaintFlag to 0, this will cause the Maintenance policy to run against the event again checking if there is another maintenance period that effects it.

**The following tools will be required**

Insert emergency change windows into CMDB.

End maintenance window early.

**Reporting**

It require MaintFlag to be Audited ( with both MaintFlag and MaintEnd to be recorded)

**Appendix 1 – Requirement from HLD**

Maintenance windows to be included in CMDB design are the following types

Work Order

ECRF – Engineering Change Request Form (OVSD integration)

Preventative Maintenance Cycles

Tool is required to insert emergency change windows into CMDB

Parent/child relationships to be carried through maintenance windows

Tool to end maintenance window early

Impact policy to read maintenance window data for event

Maintenance flag set to allow filtering in views and TT creationField for maintenance window times in Objectserver

Different flag values to indicate differing reasons for outage window (i.e. planned works, power schedule – exact details to come)

If alarm still outstanding at end of window, flag to be reset to allow Ops to view and TT to be created

Reports based on flag value and time windows, including for events outstanding at expiry of maintenance window.

Mobilink require the ability to view the Preventative Maintenance type to be added to the alarm. This will need to be configured in the probe rules to associate alarm with the Preventative Maintenance type.