Assignment -3

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Collaborative Environment Processes 1 – INFO8930

Doug Ferrier

June-09-2020

June-17-2020

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# IT Outage Notification

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| ITS NOTIFICATION – IT Outage Notification  Wednesday June 17, 2020 - 9:00am – 5:00pm | |
| **Change**  **WHY?**  Internet service is not available    **WHEN?**  June 17th, 2020 – 9:00am – 5:00pm    **WHO IS IMPACTED?**  All the employees in the organization who are dependent on internet    **Support**  /var/folders/q4/bjyrrvr57sgghnpc6t7sw_j80000gq/T/com.microsoft.Word/Content.MSO/CC46D725.tmp**EMAIL SUPPORT**  For further information on this notice please contact: karthik.veledy@gmail.com | **Impacts to you**  **WHAT IS CHANGING?**  Network connectivity is currently being examined and upgraded    **WHAT DO I NEED TO DO?**  Nothing    **WHAT’S NEXT?**  Installation of Backup Network    **WHERE CAN I FIND MORE INFORMATION?**  Contact It Maintenance Team |

## **Sample A:**

## **Sample B:**

**From:** karthik.veledy@gmail.com  
**Sent:** June 17th , 2020 9:00AM  
**To:** All VSN Users <[AllUsers@vsn.ca](mailto:AllUsers@vsn.ca)>  
**Subject:** IT Outage

All,

Starting at 9:00Am there will no internet service working on all VSN servers and computers.

The Internet Service will be unavailable until 5:00 PM. If there is an urgent need of internet, please do contact the managers of IT Maintenance to know about the alternate option available to access the network.

IT Maintenance team will inform the employees when the issue gets resolved

**Who:**   All the employees in the organization who are dependent on internet.

**What:**  Always keep the network and internet setting power on.

**When:** From Wednesday June 17, 2020 9:00AM to Wednesday June 17, 2020 5:00PM.

**Why:**  Due to network connectivity issue internet service supply has been stopped working.

**Duration:**  It takes around 5 hours to resolve the issue.

**Impact:**Backup of data to cloud will be paused.

Your cooperation in this regard is highly appreciated.

An automatic remainder is scheduled to all the users once the issue gets resolved.

**Kartik**

IT Head

VSN-CS

3A,33 Queen Street South

Kitchener, ON,  N2G 1V8

Direct: 548-333-3011

Fax:    519-123-4568

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# IT Maintenance Notification

## **Sample A:**

|  |  |
| --- | --- |
| ITS NOTIFICATION – IT Maintenance Notification  Wednesday June 16, 2020 – 9:00am – 5:00pm | |
| **Change**  **WHY?**  Rebuilding the website with additional new features and upgrading the current features  **WHEN?**  June 16th, 2020– 9:00am – 5:00pm    **WHO IS IMPACTED?**  Users will not have access to website  **Support**  /var/folders/q4/bjyrrvr57sgghnpc6t7sw_j80000gq/T/com.microsoft.Word/Content.MSO/CC46D725.tmp**EMAIL SUPPORT**  For further information on this notice please contact: karthik.veledy@gmail.com | **Impacts to you**  **WHAT IS CHANGING?**  The look and feel of the website are being changed with the inclusion of new features    **WHAT DO I NEED TO DO?**  Check for the updated and new features in the website and attend the training videos in who to use those environment    **WHAT’S NEXT?**  Updating the website navigation to make it easy to use for every user    **WHERE CAN I FIND MORE INFORMATION?**  Contact It Maintenance Team |

## **Sample B:**

**From:** karthik.veledy@gmail.com  
**Sent:** June 17th , 2020 9:00AM  
**To:** All VSN Users <[AllUsers@vsn.ca](mailto:AllUsers@vsn.ca)>  
**Subject:** IT Maintenance

All,

As planned for this Wednesday’s maintenance:

Beginning at 9:00 am IT maintenance team will conduct the yearly website maintenance

The VSN-Website is not available until 5:00 PM. When access to Website is urgently needed, contact it maintenance manager to know when the access can be made available

IT Maintenance Team will send an email notification when the access to website is resumed.

**Who:**   All the users of the VSN website.

**What:** Do not try to access the website when website maintenance is going on.

**When:** From Wednesday June 17, 2020 9:00AM to Wednesday June 17, 2020 5:00PM.

**Why:** Website update is available to all user from June 17th 5:00PM

**Duration:**  Rebuilding of website takes around 7 hours

**Impact:** Access to website is paused for all the users

Your cooperation in this regard is highly appreciated.

An automatic remainder is scheduled to all the users once the maintenance is done.

**Kartik**

IT Head

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# IT Outage and Maintenance Completed Notification

## **Sample A:**

|  |  |
| --- | --- |
| ITS NOTIFICATION – IT Outage and Maintenance Completed  Wednesday August 14, 2019 - 7:00am – 5:00pm | |
| **Change**  **WHY?**  All the services are resumed in a good condition  **WHEN?**  Wednesday June 17th, 2019 – 9:00am – 5:00pm    **WHO IS IMPACTED?**  Users can now have access to internet and upgraded website  **Support**  /var/folders/q4/bjyrrvr57sgghnpc6t7sw_j80000gq/T/com.microsoft.Word/Content.MSO/CC46D725.tmp**EMAIL SUPPORT**  For further information on this notice please contact: karthik.veledy@gmail.com | **Impacts to you**  **WHAT IS CHANGING?**  Outage issue is resolved, and Maintenance work is completed    **WHAT DO I NEED TO DO?**  Nothing    **WHAT’S NEXT?**  Employees can resume their work    **WHERE CAN I FIND MORE INFORMATION?**  Contact IT Maintenance Team |

## **Sample B:**

**From:** karthik.veledy@gmail.com  
**Sent:** June 17th , 2020 9:00AM  
**To:** All VSN Users <[AllUsers@vsn.ca](mailto:AllUsers@vsn.ca)>  
**Subject:** IT Outage and Maintenance Completed

All,

All the service such as internet connectivity issue and website upgraded are resolved and are in good condition. Employees can now resume their work.

**Who:**   All the employees of the VSN organization.

**What:** Employees will now have access to internet and website

**When:** Wednesday June 17th 5:00PM

**Why:** IT outage and Maintenance completed

**Duration:**  N/A

**Impact:** Architecture of website is updated, and internet backup is installed

Your cooperation in this regard is highly appreciated.

**Kartik**

IT Head

VSN-CS

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Kitchener, ON,  N2G 1V8

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# Summary