

What is the Service Notification Tool on the IT Service Portal?

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The Service Notification Tool (SNT) is used by Fresenius Digital Technology to inform end users and business partners about:

Upcoming maintenances and related updates
Service disruptions and related updates
Service changes

The SNT is based on our ServiceNow IT Service Management platform and comes with the following features:

Search for services / groups you are interested in and subscribe to service status updates via the IT Service Portal (see KB0012201). No approval is required!
Easily manage your existing service status subscriptions
View a Service's history including past outages and maintenances
Check which maintenances are coming up for your subscribed services or any other you are interested
Get notified about upcoming maintenances, outages, and relevant Service changes
Email templates enable a consistent communication to our valued end users and business partners

How to access the Service Notification Tool?

1. Go to the IT Service Portal
2. Click on "Service Status" menu item

How does the Service Notification Tool look like?

The following picture shows the standard view. When clicking on "Service Status" you will always be directed to the "My Subscriptions" overview page:

Service Status: My Subscriptions view

Search bar to look for a specific service
Status History shows your subscribed services and their status of the last 5 days (including today)
The legend box describes the icons which indicate the different status/events of a service
Contains an overview of all your subscribed services and their status
Displays the current outages/events of your subscribed services
Lists the planned maintenances for the next upcoming 5 days of your subscribed services
Includes all services for which you can subscribe for notifications
Displays the current outages/events of all services
Lists the planned maintenances for the next upcoming 5 days of all services

To get an overview of a specific service, click on it and the following view will be displayed:

Service status of the last 90 days with color bar indicators
Service history of all outages, degradations, and planned maintenance displayed from most recent to oldest
Service status updates where you can subscribe or unsubscribe from updates

For more detailed information please follow the links below:

How to subscribe to service notifications on the IT Service Portal
How to unsubscribe from service notifications on the IT Service Portal
How to look up upcoming planned maintenances on the IT Service Portal

In case of questions or additional needs related to Service Notification Tool, please raise a ticket to Int_WW_ServiceNotification_SLS_FDT or contact: GlobalDTIServiceDesk@freseniusmedicalcare.com