

Notifications at your service!

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IT is supposed to just work. However, in those hopefully rare cases when it doesn't, we'd at least like to know what's going on and when that outage or upgrade is over. The new Service Notification Tool is here to tackle this communication challenge and notify affected users.

We are happy to announce the launch of the new Service Notification Tool (SNT). Like its predecessor, the Lotus Notes based Customer Notification Tool, it is used by System and Application Owners within FDT to inform end users and business partners about

Upcoming maintenances and related updatesService disruptions and related updatesImportant Service changes

The Service Notification Tool is built on FDT comprehensive IT Service Management Suite powered by ServiceNow, leveraging key components like its Configuration Management Database (CMDB) in which data about a user's subscribed IT Services, his location etc. is stored. This enables targeted communication to only those users who are affected of an outage.

The following key features are currently available:

Search for Services / Service Groups you are interested in and subscribe to service status updates via the IT Service Portal. 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 services you are interested in Get notified about upcoming maintenances, outages, and relevant Service changes

Learn how to use these features in our Knowledge Base on the IT Service Portal:

KB0012203: What is the new Service Notification Tool on the IT Service Portal?

KB0012201: How to subscribe to service notifications on the IT Service Portal?

KB0012210: 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: GlobalIDTIServiceDesk@freseniusmedicalcare.com