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|------------------------|--|---------------------------|--------------------------------------|
| <b>Number:</b>         | 05.1.2   | <b>Page:</b>              | 1 of 5                               |
| <b>Latest Version:</b> | 2.0  | <b>Revision Date:</b>     | 05/11/2016                           |
| <b>Effective Date:</b> | 06/06/2016   | <b>Replaces:</b>          | 05.1.2 ISD Service Notification V1.0 |
| <b>Revised By:</b>     | Joshua Graves  | <b>Review Cycle/Date:</b> | Annual                               |
| <b>Reviewed By:</b>    | Amy Max  | <b>Reviewing Unit:</b>    | OMES Service Desk                    |
| <b>Title:</b>          | Service Notification Standard  |                           |                                      |
| <b>Description:</b>    | This standard outlines the formats and definitions of outage, degradation and informational service notifications. |                           |                                      |

## Service Notification Standard

1. General Statement of Purpose
  - 1.1. The purpose of this standard is to outline the formats and definitions of outage, degradation and informational service notifications.
2. Scope
  - 2.1. The OMES Service Desk follows a standard format for all service notifications. This standard covers all outage, degradation and informational service notifications sent by the OMES Service Desk personnel as requested by OMES IS personnel.
3. Discipline
  - 3.1. Service Management Standards
4. Terms and Definitions
  - 4.1. Notifications – OMES IS sends out outage, degradation and informational service notifications using the GovDelivery tool. Rather than sending out broadcast emails through Exchange, employees sign up for notifications they want to receive on the CIO website ([www.ok.gov/cio](http://www.ok.gov/cio)). There are some notification topics that employees will automatically become a part of by the nature of their location or job title; the remaining notification topics must be manually selected to receive notifications.
  - 4.2. Maintenance Notification – A notification sent to affected employees when Service Quality has approved maintenance which could affect service.
  - 4.3. Service Disruption Notification – A notification sent when a service is unexpectedly down.
  - 4.4. Update Notification – A notification sent to follow up on a previous maintenance or service disruption notification.
  - 4.5. Restored Notification – A notification sent when service has been restored.
  - 4.6. Informational Service Message – A message, informational in nature, sent to a large, targeted audience, regarding a system or service.
5. Discussion
  - 5.1. Notification Recipients
    - 5.1.1. The notifications outlined in this document are sent to the employees in the appropriate notification groups. In addition, all notifications are sent to the Parent Incident Notification Group, which includes the following personnel:
      - OMES Service Desk
      - Technical Account Managers (TAM)
      - All Service Owners
      - Account Executives
      - Executive Management
      - Service Quality
      - Executive Sponsors
      - OMES and OMES IS Communications
      - IT Strategists

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|------------------------|--|---------------------------|--------------------------------------|
| <b>Number:</b>         | 05.1.2   | <b>Page:</b>              | 2 of 5                               |
| <b>Latest Version:</b> | 2.0  | <b>Revision Date:</b>     | 05/11/2016                           |
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5.1.1.1. Any modifications to notification groups will need to be requested via a CRM Case. Notification groups are updated by the OMES-Communications Department team.

5.1.2. If the notification pertains to an outage, the entire affected agency will be notified. If it is unknown whether or not an outage will occur, the IT Strategist will determine if the affected agency's leadership or team members need to be notified.

## 5.2. Maintenance Notifications

5.2.1. All maintenance notifications are requested by Service Quality staff only. When submitting a maintenance message, the message needs to contain: what change is occurring, why we are making the change, when it will occur and its duration and who will be affected.

5.2.2. The following format will be used to send the notification:

*Subject: Service – Maintenance (this changes from time to time)*

*[Group] will be performing maintenance on [Date], from [time] to [time]. During this time the [System/Application] will be [unavailable]. Expected downtime is [length of time].*

*[Any other pertinent information]*

*If you have questions or concerns, please contact the OMES Service Desk.*

*OMES Service Desk*

*405-521-HELP (local)*

*866-521-2444 (toll free)*

[ServiceDesk@omes.ok.gov](mailto:ServiceDesk@omes.ok.gov)

[Service Desk Customer Portal](#)

## 5.3. Service Disruption Notifications

5.3.1. Service disruption notifications will only be sent to the Parent Incident Notification Group, unless otherwise requested by the Service Owner, Executive Management, Service Quality or OMES IS Communications. When submitting a service disruption message, the message needs to contain: what change is occurring, when it will occur and its duration, and who will be affected.

|                        |  |                           |                                      |
|------------------------|--|---------------------------|--------------------------------------|
| <b>Number:</b>         | 05.1.2   | <b>Page:</b>              | 3 of 5                               |
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5.3.2. The following format will be used to send the notification:

*Subject: Service – Maintenance (this changes from time to time)*

*[Group] will be performing maintenance on [Date], from [time] to [time]. During this time the [System/Application] will be [unavailable]. Expected downtime is [length of time].*

*[Any other pertinent information]*

*If you have questions or concerns, please contact the OMES Service Desk.*

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*[Service Desk Customer Portal](#)*

5.4. Update Notifications

5.4.1. The OMES Service Desk will send update notifications in the following format:

*Subject: Update – Service Outage or Degradation at Agency Name*

*From: OMES Service Desk*

*Email Address: [ServiceDesk@omes.ok.gov](mailto:ServiceDesk@omes.ok.gov)*

*{Military Date}*

*{Military Time}*

*{Description of update.} {ETA to resolve if available.}*

*Parent Case: \_\_\_\_\_*

*Updates will be given as they become available. For any questions or concerns, please contact the [OMES Service Desk](#). Thank you.*

*[OMES Service Desk](#)*

*405-521-HELP (local)*

*866-521-2444 (toll free)*

*[ServiceDesk@omes.ok.gov](mailto:ServiceDesk@omes.ok.gov)*

*[Service Desk Customer Portal](#)*

*Contact us anytime! We are available 24 hours a day, seven days a week.*

|                        |  |                           |                                      |
|------------------------|--|---------------------------|--------------------------------------|
| <b>Number:</b>         | 05.1.2   | <b>Page:</b>              | 4 of 5                               |
| <b>Latest Version:</b> | 2.0  | <b>Revision Date:</b>     | 05/11/2016                           |
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5.5. Restored Notifications

5.5.1. The OMES Service Desk will send restored notifications in the following format:

*Subject: Service Restored Outage or Degradation at Agency Name or Official Application Name*

*From: OMES Service Desk*

*Email Address: [ServiceDesk@omes.ok.gov](mailto:ServiceDesk@omes.ok.gov)*

*{Military Date}*

*{Military Time}*

*{Description of action taken to restore service.} {Any lingering issues.}*

*Parent Case: \_\_\_\_\_*

*This is the final update for this incident unless additional information is made available. For any questions or concerns, please contact the [OMES Service Desk](#).*

*Thank you.*

[OMES Service Desk](#)

405-521-HELP (local)

866-521-2444 (toll free)

[ServiceDesk@omes.ok.gov](mailto:ServiceDesk@omes.ok.gov)

[Service Desk Customer Portal](#)

*Contact us anytime! We are available 24 hours a day, seven days a week.*

5.6. Informational Service Notifications

5.6.1. When submitting a request for this type of message, the request needs to contain what is occurring and the GovDelivery group it is intended for. Requests for a message of this nature must be reviewed and approved by OMES IS Communications before the broadcast is delivered.

6. Roles and Responsibilities

6.1. OMES Service Desk

6.1.1. Sends notifications as requested by the appropriate people.

6.1.2. Sends service disruption restored notifications to the same group receiving the original maintenance or disruption notification.

6.2. Service Quality

6.2.1. Requests all maintenance notifications.

|                        |  |                           |                                      |
|------------------------|--|---------------------------|--------------------------------------|
| <b>Number:</b>         | 05.1.2   | <b>Page:</b>              | 5 of 5                               |
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- 6.3. OMES IS Communications
  - 6.3.1. Reviews and approves Informational Service Notifications.
- 6.4. IT Strategist
  - 6.4.1. Notifies their business liaison or team when it is unknown if an outage will occur.
- 7. Limitation or Implementation Notes
  - 7.1. Personal names should **not** be used in notifications, except for Service Disruption Notifications and Service Disruption Restored Notifications.