

UNIVERSITY OF FLORIDA

# UFIT ALERTS

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POSTING GUIDELINES



# IT ALERTS POSTING GUIDELINES

This document provides guidelines surrounding posting alerts, its types and contents.

## WHY

### Why do we create IT Alerts?

The goal of IT Alerts is to inform the UF community about IT service outages and scheduled maintenance. It provides a method to scope the impact of a Problem or Incident and help users to plan around future service maintenance.

During a service outage, IT Alerts are used to share updates regarding the restoration efforts and root cause analysis. It provides a centralized location (dashboard) for users to obtain current and historical information regarding an Incident, upcoming changes, or report activity.

## WHO

### Who can post IT Alerts?

User access to post and edit Alerts is managed via the Group Management Console application (<https://gmc.at.ufl.edu>). It uses Active Directory Groups and Shibboleth Authentication. Currently, a user can have one or both of the following roles:

- Manager - Grants access to post and edit Alerts on the IT Dashboard.
- Member - Posts and edits Alerts on the IT Dashboard.

Users with access to post IT Alerts belong to one or more Active Directory Group. These groups are organized around specific UFIT services.

- AT-HD-Dashboard-MyUFL

## WHAT

### What should be in an IT Alert?

#### Urgency

Three levels of severity are established:

- **Routine** – Intended to convey informational messages. The Forward Schedule of Changes is an example of a Routine Alert.

- **Problem** – Performance of a service or its dependencies is below standard levels or at risk of degradation. An uncovered security vulnerability (with no active service impact) is an example of a Problem.
- **Emergency** – Service(s) are not available or urgent action is required to avoid service interruption. A Major Incident requires the creation of an Emergency IT Alert

IT Alerts urgency levels with examples:

Emergency	Problem	Routine
Major Incidents	Vulnerability / Security Issues	Normal Scheduled Changes
Critical vulnerability	System down for Maintenance	Informational / Announcements
Widespread impact	Localized impact	Updates on resolved Major Incidents

### Non-Technical Alerts

Consumers of IT Alerts range from very technical to non-technical. To ensure the information is adequately conveyed, regardless of the technical inclination of a user, the creation of a non-technical version of an Alert is critical.

The Non-Technical Alert is intended to communicate relevant information to end-users, customers and other interested parties that are not technical inclined or are outside of UFIT. This type of Alert can also be used to convey information in general terms to a broader audience without including anything that could pose a security risk.

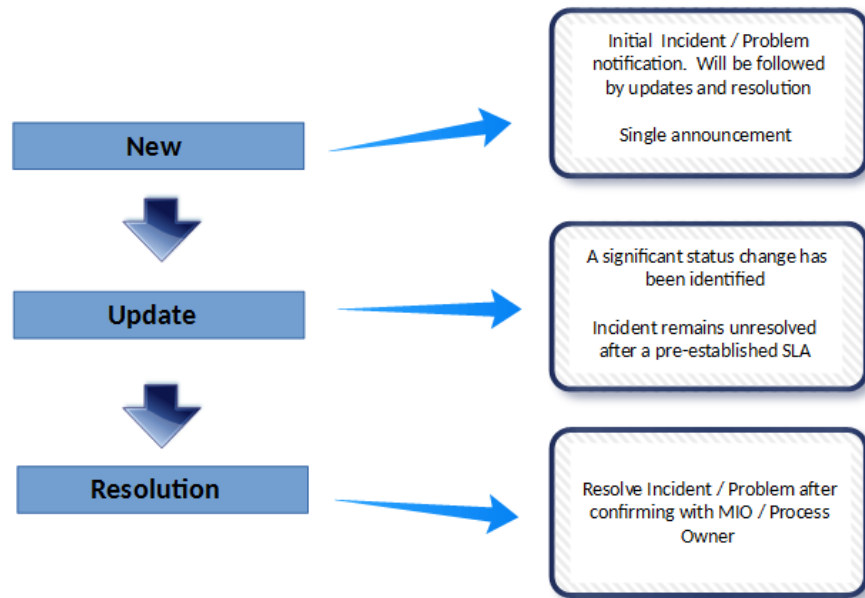
## WHEN

### When should an alert be issued?

The following are examples of

- Planned maintenance to a IT service or one of its dependencies
- Unplanned outage of any IT service or one of its dependencies
- To provide updates to a previous alert
- Announcements about Changes (Normal or Emergency)

While in some instances the information contained in an IT Alert is the entirety of an event, other types of Alerts require follow-up information. To cover for each, three types of alerts are established:



Instructions on how to create a new IT Alert can be found in the following [WIKI](#). Several templates are available to expedite the Alert creation process. (See the Form Templates section of this document for additional details) To update or resolve an alert, the user will use will navigate to the existing alert and use the Edit feature.

## FORM TEMPLATES

Making templates available to dashboard users, helps to increase the quality and precision of the information communicated via IT Alerts. Please note that the Form templates can be modified by the alert poster. However, sticking to the template will increase the possibility of our customers understanding what we are trying to convey in non-technical terms.

**Service Maintenance – Used to communicate, scheduled maintenance to a service.**

## New Alert

[Return to List](#)

Select a Template (Optional) Service Maintenance/Information ▼

Name(s) of Service(s):

Maintenance Begin Date/Time:

Maintenance End Date/Time:

Short Description (used as a ...):

Help Subject:

Help Severity: (none) ▼

Help Public/Internal: Public ▼

Help Duration: Start Date: 04 ▼ - 29 ▼ - 2016 ▼  
 Start Time: 2 ▼ : 39 ▼ PM ▼

End Date: 04 ▼ - 29 ▼ - 2016 ▼  
 End Time: 2 ▼ : 39 ▼ PM ▼

Help Optional URL:

Help Description:

Please note basic text formatting, images and tables HTML markup is permitted. This includes tags: h1..h5, a, p, br, ul, li, ol, em, i, b, strong, tt, pre, code, hr, blockquote, table, td, tr, th, and img.

Recipient: (Optional) Select one or more e-mail addresses to notify about this update:

- IT-ALERTS@lists.ufl.edu
- IT-DISCUSSION-L@lists.ufl.edu
- IT-EnterpriseSystems@ad.ufl.edu
- ALL\_IT@mail.ufl.edu
- LSS-INTERNAL-L@lists.ufl.edu
- NET-MANAGERS-L@lists.ufl.edu
- security@ufl.edu
- UFACC-L@lists.ufl.edu

Additional Addresses:

Additional Note: (This will appear at the top of the email text)

This alert cannot be submitted unless the Duration has an End date and time after the Start date and time.  
 This alert cannot be submitted unless a Severity is selected.

**Service Issue/Interruption/Degradation – Used when the performance of a service or its dependencies is below standard levels or at risk of degradation.**

## New Alert

Return to List

Select a Template (Optional) Service Issue/Interruption/Degradation ▼

Name(s) of Service(s):

Help Subject:

Help Severity: (none) ▼

Help Public/Internal: Public ▼

Help Duration:

Start Date: 04 ▼ - 29 ▼ - 2016 ▼

Start Time: 2 ▼ : 39 ▼ PM ▼

End Date: 04 ▼ - 29 ▼ - 2016 ▼

End Time: 2 ▼ : 39 ▼ PM ▼

Help Optional URL:

Help Description:

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- LSS-INTERNAL-L@lists.ufl.edu
- NET-MANAGERS-L@lists.ufl.edu
- security@ufl.edu
- UFACC-L@lists.ufl.edu

Additional Addresses:

Additional Note: *(This will appear at the top of the email text)*

This alert cannot be submitted unless the Duration has an End date and time after the Start date and time.  
This alert cannot be submitted unless a Severity is selected.

**Service Outage - Service(s) are not available or urgent action is required to avoid service interruption.**

## New Alert

← Return to List

Select a Template (Optional) Service Outage ▼

Name(s) of Service(s):

Help Subject:

Help Severity: (none) ▼

Help Public/Internal: Public ▼

Help Duration: Start Date: 04 ▼ - 29 ▼ - 2016 ▼  
Start Time: 2 ▼ : 39 ▼ PM ▼

End Date: 04 ▼ - 29 ▼ - 2016 ▼  
End Time: 2 ▼ : 39 ▼ PM ▼

Help Optional URL:

Help Description:

Please note basic text formatting, images and tables HTML markup is permitted. This includes tags: h1..h5, a, p, br, ul, li, ol, em, i, b, strong, tt, pre, code, hr, blockquote, table, td, tr, th, and img.

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- security@ufl.edu
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Additional Addresses:

Additional Note: (This will appear at the top of the email text)

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This alert cannot be submitted unless a Severity is selected.

Should you have any questions about posting IT Alerts, please feel free to contact us at:

[ufit-itsm@ufl.edu](mailto:ufit-itsm@ufl.edu)