Status Site

Documentation for Users

Updated on March 22nd,2021

Overview

https://status.sudbury.ca/

The status site is a website where city employees can find information on the status of various I.T. systems. Technicians will log incidents of outages and upcoming maintenance items into this website. The goal is to give employees a site where they can get more information on the status of I.T. systems and understand the impact to department operations and plan accordingly.

The city's enterprise software and services will be the main focus of this site but incidents relating to software and services used by individual departments or even general issues with online tools such as Google may be reported on this site when deemed necessary.

Resolved incidents will continue to appear on the site for 24 hours.

Homepage Sections

Main Banner

The main banner indicates the overall status of the organization's I.T. systems. If all is well, a green banner indicating that all systems are operational will be visible. If any I.T. systems are experiencing an issue, the banner will be yellow, and the message will indicate that not all I.T. systems are operational.


All Systems Operational

or

Some Systems Are Not Operational

Active Incidents
Recently Resolved Incidents
Planned Maintenance

These sections will provide more details on the incidents or maintenance items. You can expand or collapse these sections by clicking on the accordion title. If no items are available for a specific section, the section will be empty and won't be expandable. A number next to each title will indicate how many items are present.

+ Active Incidents (2)

+ Recently Resolved Incidents (1)

+ Planned Maintenance (1)
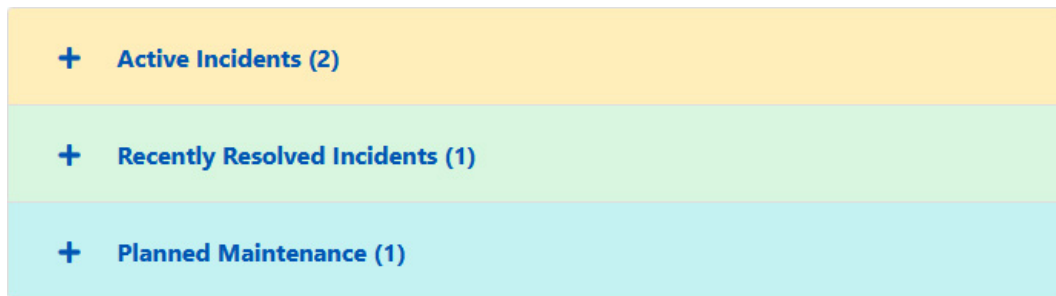
When an accordion is expanded, each individual item will be in its own box.

The details for active and resolve incidents will include the following information.
- **Title**
- **Incident Status**
  The options are:
  - Investigation
    This status is used when a technician first begins to investigate a reported incident.
  - Identified
    This status is used when the problem has been identified and the technician is working on fixing the issue.
  - Monitoring
    This status is used when a technician is keeping an eye on the situation. The service may be going up and down or a patch is being tested. A technician may wish to monitor the situation for a variety of reasons. While the service may not be out of commission, it's too early to consider the incident resolved.
  - Resolved
    This status is used when the technician is satisfied that the current incident is resolved. The system is operational again.
- **Service Affected**
  The service affected will be one of the city's enterprise software or system but as the example shows below, any incident that could impact several employees such as Google being unavailable can also be reported. It is possible that an enterprise system remains operational but access it not available because of an associated incident.
- **Service Status**
  The options are:
  - Operational
    This status is used when all is well, and the issue has been resolved.
  - Outage
    This status is used when the software or service is completely unavailable
  - Performance Degradation
    This status is used when the software or service is unavailable for some, is experiencing slowness, or is behaving with unexpected results.

- **Description**

  Technicians will provide details on the incident without compromising security or divulging private information.
- **Last Updated Date and Time**

  Users will be able to see the last time a technician updated the information relating to the incident.

YouTube	
Incident Status	Monitoring
Service Affected	YouTube
Service Status	Performance Degradation

A security issue is preventing users from viewing videos on YouTube while on the VPN.

Last updated March 8, 2021 at 10:08 am

The details for a planned maintenance item will include the following information.
- **Title**
- **Service Affected**
- **Starts**

  This is when the planned maintenance is expected to begin. This is subject to change without notification.
- **Ends**

  This is when the planned maintenance is expected to end. This is also subject to change without notification.
- **Description**

  Technicians will provide details on the maintenance to be performed.

Planned maintenance – Agilis outage Wahnapitae	
Service Affected	Network
Starts	July 1, 2021 12:00 am
Ends	July 2, 2021 5:00 am

Agilis is planning maintenance that will create an outage to network services at these sites:

1. site 1
2. site 2

Enterprise Service Overview

The Enterprise Service Overview is located at the bottom of the page. This box will give users a quick status check of all the enterprise software and systems. This is meant to give users a quick glance at what's running and what's not without all the details.

Enterprise Service Overview	
❶ Email	**Outage**
❶ Wi-Fi	**Performance Degradation**
❶ Network	**Operational**

Subscribe

Users are encouraged to subscribe to this site if they want to be kept in the loop of notifications sent by technicians. Many options are available. For the moment, we are only sending out email notifications, but we have plans on developing text notifications to your cellphone. When there is an email outage, the system will send text notifications via 'email to SMS' to all City owned cell phones. The phone numbers are kept up to date automatically.

To subscribe, follow these steps.

1. Click the "Subscribe" button on the right side of the header on the website.
2. A popup will open, which will ask to enter an email and the notification preferences.
   a. Note: Only @greatersudbury.ca emails are accepted.
3. Once a user submits the form and passes all validation checks, they will receive an email to activate their account.
   a. The user will need to click on the "activate" link to confirm receiving notifications. Once the user clicks this link, they will be navigated to the status site, and they will receive a pop-up notification confirming the subscription.
   b. The subscription email will also contain a "Delete" link, which upon clicking, will navigate the user to the status site, and their account will be removed from the subscription list.
4. To minimize the number of notifications between the hours of 11pm and 7am, you will only receive email or text notification updates for the initial investigation and resolved incidents. Staff can still navigate to the https://status.sudbury.ca website to see additional information.

Citylinks

You can find a quick status update on CityLinks near the top of the left side navigation.
- When all is well, you will see a green dot with a message indicating that all I.T. systems are operational.

- When any system is experiencing an issue, you will see a yellow dot and a message that not all I.T. systems are operational.
- When there is planned maintenance, you will see a second box below the status box indicating there is upcoming maintenance for one the organization's systems.

All 3 of the possible messages above will link to the status site.