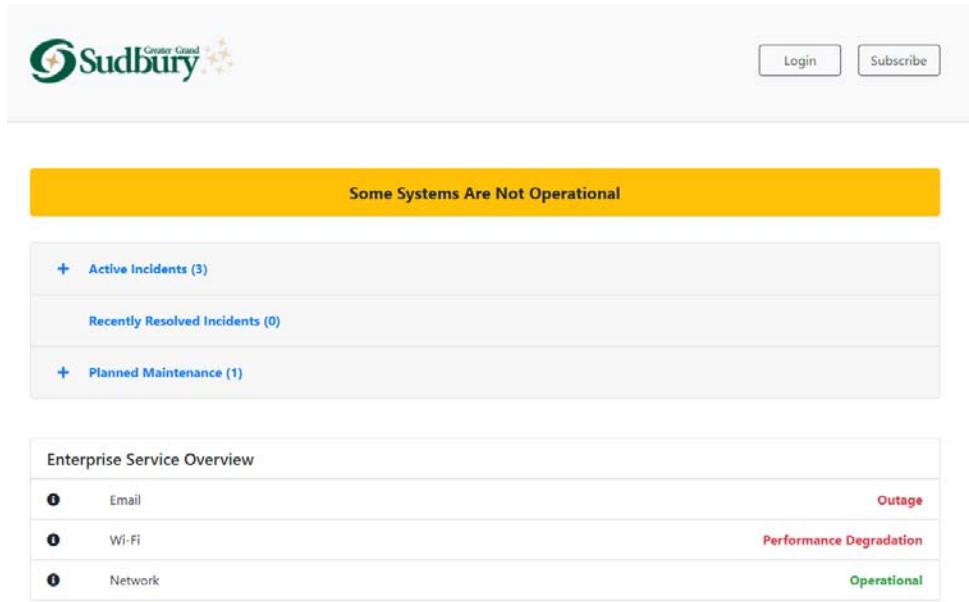


IT System Status Application

Last Update: March 22nd, 2021

In an effort to improve communications between the Information Technology Division and City staff regarding IT system outages and planned maintenance, IT is launching a new website at <https://status.sudbury.ca>. This website will be used to monitor the status of enterprise IT systems, post incidents regarding IT outages, and list information on planned maintenance activities.



The screenshot shows the homepage of the IT System Status Application. At the top, there is a logo for "Sudbury" with "Greater Sudbury" underneath. To the right are "Login" and "Subscribe" buttons. A yellow banner at the top of the main content area says "Some Systems Are Not Operational". Below the banner are three expandable sections: "Active Incidents (3)", "Recently Resolved Incidents (0)", and "Planned Maintenance (1)". Under "Planned Maintenance (1)", there is a table titled "Enterprise Service Overview" with three rows: "Email" (Outage), "Wi-Fi" (Performance Degradation), and "Network" (Operational).

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

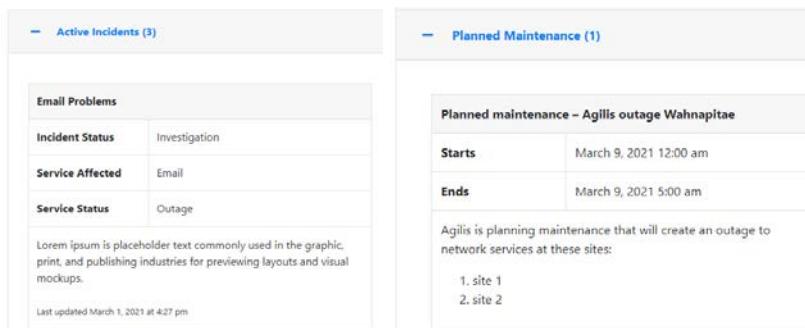
City staff can sign up for email notifications so we can proactively notify staff of outages and planned maintenance activities that could affect department operations.



A large "Subscribe" button is shown, which is part of a larger call-to-action area.

If an incident is adversely affecting email, a list of all City cell phones, updated monthly, will be sent a text message advising of the outage and when the service has been restored.

With this new approach, IT staff will be able to provide additional information regarding incidents and maintenance activities and improve communications with the staff we support.



The screenshot shows two main sections: "Active Incidents (3)" and "Planned Maintenance (1)".

Active Incidents (3):

Email Problems	
Incident Status	Investigation
Service Affected	Email
Service Status	Outage

Lorum ipsum is placeholder text commonly used in the graphic, print, and publishing industries for previewing layouts and visual mockups.

Last updated March 1, 2021 at 4:27 pm

Planned Maintenance (1):

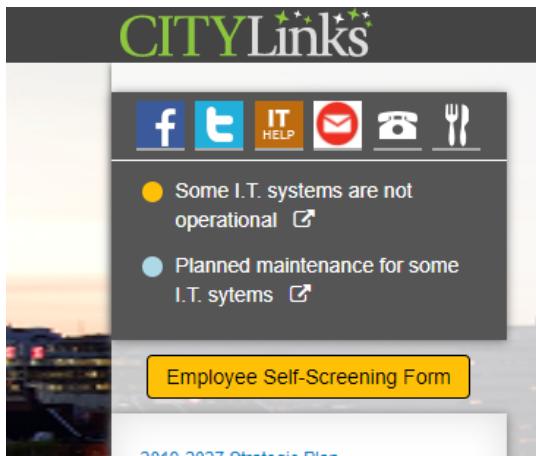
Planned maintenance - Agilis outage Wahnapitae	
Starts	March 9, 2021 12:00 am
Ends	March 9, 2021 5:00 am

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

1. site 1
2. site 2

The new website will be the main location for communicating IT system outages and IT maintenance activities.

When the status of an IT system is impacted, indicators will appear on Citylinks (<https://citylinks.greatersudbury.ca>) to advise staff that a notice is available.



In the event that Citylinks or other network availability is impacted, staff is encouraged to go directly to <https://status.sudbury.ca> for information on possible outages.

Detailed instructions on how to subscribe and use the new system will be made available.

Our goal is to provide a proactive and informative way of communicating the status of your IT systems.

