



"the consolidated technology services agency -RCW 43.105.006"

Support Communications

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Agenda

- Background
- Service Notifications
- Service Alerts
- Next Steps



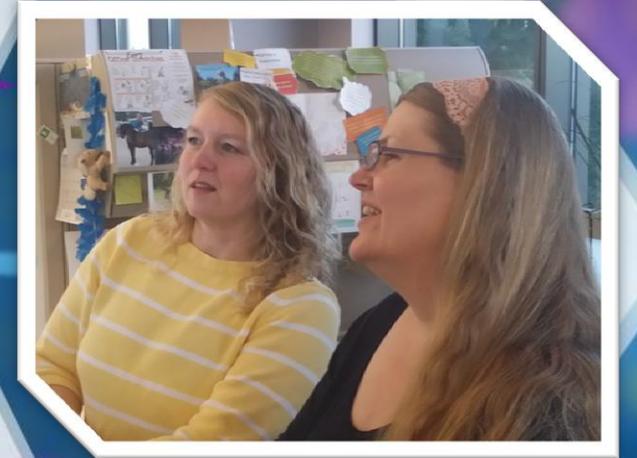
Background

March 2016, WaTech launched the One-WaTech initiative with the goal of creating a seamless experience for customers.

WaTech needed consistent quality and appearance to our communications around systems and services.

Two new communication formats were created:

- **Service Notifications** – Planned Activity
- **Service Alerts** – Unplanned Activity



Service Notifications

CTS Technical Bulletin – Old Format

~This technical bulletin is available in Word and html~
<http://publications.watech.wa.gov/bulletins/2016/1-2-1-131.htm>
<http://publications.watech.wa.gov/bulletins/2016/1-2-1-131.doc>

Please contact the CTS Service Desk for all questions regarding the event announced in this Bulletin.

WaTech Service Desk Contacts:
Problem reporting - Phone: 360-753-2454 (Olympia area); 1-888-241-7597 (Toll free)
E-mail: WaTech Servicedesk: service@watech.wa.gov

To subscribe/unsubscribe to this list, go to <http://listserv.wa.gov/archives/wa-state-notification.html>

Solutions Center Notification– Old Format

Notification solutions center

What?
WaTech will be performing emergency maintenance tonight and tomorrow evening.

Who?
Internet users.

When?
Tuesday, March 22 between 5 and 6 p.m. **and** Wednesday, March 23 between 5 and 6 p.m.

Why?
To replace defective equipment due to this morning's hardware failure, which affected internet connectivity for some users.

Message:

- Some customers may experience a brief interruption to their Internet connection during the maintenance window.
- If you use a web application, please save your work prior to the maintenance window.

Questions? Contact:
WaTech Solutions Center: (360) 407-9100
Email Contact: solutionscenter@watech.wa.gov



The new **Service Notification** format replaced the **Solutions Center Notification** and **CTS Technical Bulletin**. The Technical Bulletin site will continue to be updated and numbers will still be assigned.

Service Notification

What is happening?

Describes what will be happening.

When is this happening?

Specific date and time work will be performed.

Why is this happening?

Describes why this work is occurring and how it may benefit the affected users.

Who will this impact?

Indicates who will be affected and impacted by this work.

How will this impact me?

Explains how the change will impact the users and actions they should take.

Service Alerts



Service Desk Incident – Old Format

3/7/2016 11:56 AM
DESC: Secure Email Portal – Intermittently Inaccessible.
Status: **WaTech Technicians have started investigating the incident.**
Incident Owner: John Ditto
Update Frequency: Every 2 hours
Notifications: WaTech Staff, CSD Messaging LISTSERV, Agency Helpdesks

Washington Technology Solutions
ServiceDesk@watech.wa.gov
855-WaTech1 (855.928.3241) or 360.586.1000

Solutions Center Alert – Old Format

ALERT solutions center

What?
The Learning Management System (LMS) is currently not available.

Who?
Anyone attempting to access LMS.

When?
Monday, Mar. 7 at 10:15 a.m.

Message:
The vendor is working on resolving the issue. An update will be sent once the issue is resolved.

Questions? Contact:
WaTech Solutions Center: (360) 407-9100
Email Contact: solutionscenter@watech.wa.gov

Updates will be located
at the top of the Alert. →

The new **Service Alert** format
replaced the **Solutions Center
Alert** and **Service Desk Incident**.

The body will contain coloring to
indicate if the service is down or
degraded (**Service Alert** in Red)
versus restored or resolved
(**Service Alert** in Green).

The subject line will now indicate
Status Update.

(WaTech Service Alert – LISTServ – Status Update)

Service Alert

What has changed since last update?

As of 5/16/2016 2:30 PM: Service Restored, awaiting Reason for Outage (RFO)

Next update:

No further updates until RFO determined

Service Alert

What has changed since last update?

As of 5/16/2016 11:00 AM: The Client Access Server dropped off line. Technicians have removed it from the load balancing pool.

Next update:

Monday, May. 16 at 2:00 PM

Service Alert

What?

Some users are experiencing connectivity issues with the E-mail service. ESP# IN1605_01234

Who?

Shared Services E-mail users.

Incident start:

Monday, May. 16 at 9:00 AM

Message:

WaTech Technicians have started investigating the incident.

Next update:

Monday, May. 16 at 11:00 AM

Notifications:

WaTech Staff, Agency Helpdesks

Next Steps



WaTech will continue to improve our communications with customers by making improvements based upon feedback we receive.



WaTech Support Center

855.WaTech1 or 360.586.1000

Press 1 for Secure Access Washington (SAW)

Press 2 for WebEx or Conference Bridge

Press 3 for Applications and Desktop Support

Press 0 for All Other Requests

Support@WaTech.wa.gov