

# WaTech Support Communications

Two new formats were created to follow WaTech guidelines to have a consistent quality and appearance:

- The **Service Notification** is used for **planned** communications regarding WaTech systems or services.
- The **Service Alert** is used for **unplanned** communication when a service is down or degraded.

Service Notifications and Service Alerts are sent to targeted audiences based upon the topic which may include Agency Helpdesks, Agency CIO's, and Listserv's to reach subscribers of specific WaTech services.

## Service Notification

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.

### Example

### 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.

**Questions?**

**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](mailto:Support@WaTech.wa.gov)

# Service 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).

For updates, the most current information will be located at the top of the Alert and the subject line will indicate **Status Update**. Example: WaTech Service Alert – LISTServ – Status Update

## Example

### 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

**Questions?**



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