

Aim: To provide a fast and efficient notification tool for IT to inform users of unplanned downtime. This tool should grab the attention of users while they are at work at their desktop; and keep them updated during the downtime and when systems are running normally again.

Methodology: In the past, because there was no means of informing users of unplanned downtime, this posed a risk of disgruntled users and lowered work productivity. The team identified this shortcoming, and went about researching possible solutions. After further research, the team adopted and implemented a ticker tool called 'Desktop Ticker', which provided real time alerts of downtime.

4 Risks

- When users are not notified of system downtime, they will feel frustrated and disgruntled, lowering productivity.
- Not knowing the source of IT failure, this might trigger the wrong reactions; which will lead to further downtime.
- Without push notification, users may be unaware of downtime, especially when they are running multiple programs on their desktops.
- Email is not an effective notification tool if users are not logged on.

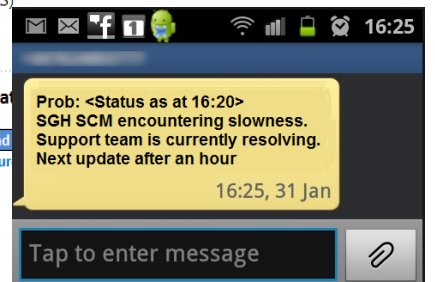
User frustration when unaware of system downtime



Announcement : IHIS Exchange Email Downtime Broadcast 31st May 2014 (Saturday)

IHIS Exchange Mail Admin (IHIS)
Sent: Wed 28/5/2014 6:18 PM
To:
Cc: IHIS Exchange Mail Admin (IHIS)

IHIS Exchange Email and Data
When 31st May 2014 (Saturday) 1500hr to 1900hr



Desktop Ticker is used in conjunction with SMS alerts. However, it can be resource intensive to maintain the contact list

Desktop Alerts

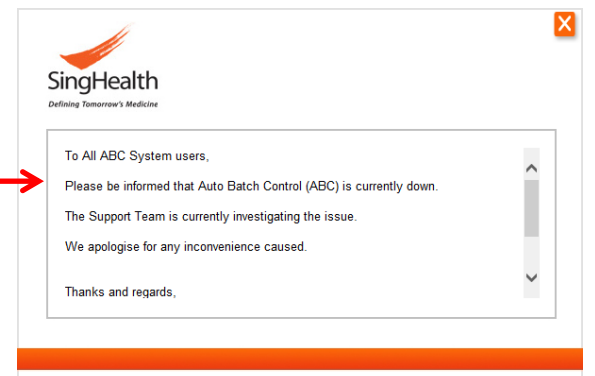
Desktop Ticker updates staff in real time, quickly and efficiently

- Inform users of unplanned downtime direct at their work stations, without needing them to exit whatever application they are currently using
- Reduce the risk of frustration and anxiety due to not knowing of IT faults and downtime
- Alerts will stay on screen as long as user does not close it. They can obtain more info by clicking on the message bar.

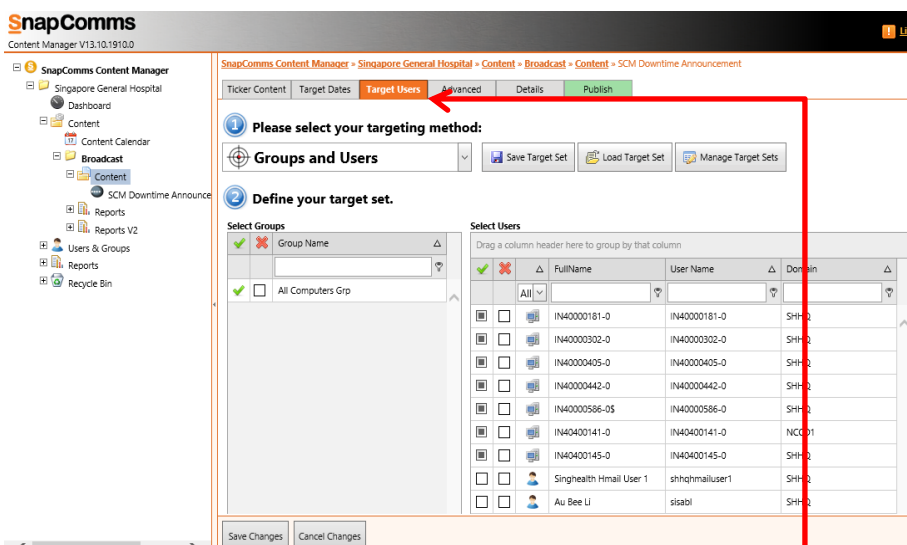


Alerts are eye catching and will capture user's attention. Scrolling announcements will stay on screen as long as user does not close it manually.

To obtain more information, users just have to click on the scrolling message bar. A pop up box will appear to inform users about the issue and when possible, how to react



Targeted Groups



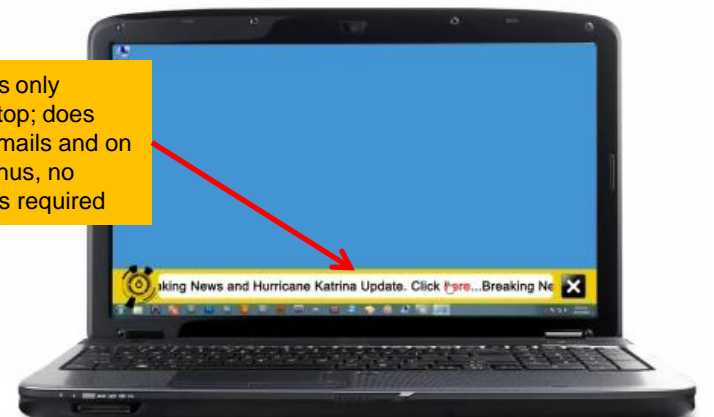
Alerts can be targeted to specific groups:

- No need to bother users who are off duty and not at work
- Only users at their desktops will be notified; those off site or on ops will not be distracted

'Target Users' tab allows administrator to choose which groups are informed when announcements are released

Non Resource Intensive

Announcements only shown on desktop; does not appear in emails and on handphones. Thus, no storage space is required



Desktop Ticker is not resource intensive to function

- No need to maintain Email and SMS list
- Alerts do not take up any mailbox or mobile phone space
- Only requires minimal resources to update the ticker when notified of any IT faults or downtime