Welcome to the Flinders University Service Interruption Notification System (SINS). SINS is a web based application that is designed to allow support staff to inform staff at Flinders University about interruptions to IT services.
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1. Definitions, Acronyms and abbreviations

1.1. Definitions

FAN Holder
Any person that has an active FAN at Flinders University

User
Any FAN Holder that has access to log into the SIN System

Support Staff
Any staff member that is a Marval user or is a member of the ‘helpdesk’ LDAP group

The System
The Service Interruption Notification System

LDAP
Authentication method used at Flinders University

Service
IT service that is provided by Flinders University

1.2. Acronyms

SINS
Service Interruption Notification System

SIN
Service Interruption Notification

SRS
Software Requirements Specification

LDAP
Lightweight Directory Access Protocol

FAN
Flinders Authentication Name

URL
Uniform Resource Locator

SLA
Service Level Agreement

SRN
Service Restoration Notification

WIP
Work in progress

2. General Description

2.1. Product Perspective

The purpose of the SINS is to notify staff members of any planned or unplanned IT service interruptions caused by scheduled maintenance or by unforeseen circumstances. There is also the functionality to notify staff members of any planned maintenance which will not cause IT services interruptions but would be of benefit for them to know.

It will also be used to keep a record of the amount of time that services have been unavailable and can help with formulating SLA’s with customers. SINS will also help in identifying problem systems, by highlighting excessive amounts of service unavailability.

The SINS has been implemented as a web based system that can be accessed from any computer with a compatible web browser. Information will be stored in a central database located on campus, which can be used for reporting.

Authenticating against the Flinders LDAP system before access is granted to the SINS will enforce security. The creation and maintenance of SINs is restricted to Support Staff. All users can view current, scheduled and recently restored SINs.

The SINS makes use of modern browser technologies and requires that JavaScript is enabled in the users’ browser. There are dynamic select lists and widgets to aid in entering form information, so that usability is made easier.

Systematic backup will be automatically carried out daily and stored onto magnetic tape. Two copies will be made. One copy will remain on campus and one will be stored off campus. The backup that is stored on campus will be retained for 30 days from the day that it was written. The backup that is stored off campus is retained for 3 months from the day the tape was filed.

2.2. Pre Requisites

- All Users are required to have an active FAN.
- Support Staff must be a Marval user (assignee) or a member of the ‘helpdesk’ LDAP group.
- SINS requires Internet Explorer 7 or later or Mozilla Firefox 2.0 or later.
- JavaScript must be enabled in the users’ browser.
2.3. Product Functions

The functions of the SINS are as follows:

- The system will exist on the flinders web site, which will be accessible from off campus and requires a FAN and password to log on.

Users will have the option to:

- Login
- View Current SINs
- View Scheduled SINs
- View recently Restored SINs
- Log Out

Support Staff will have the option to:

- Login
- View Current SINs
- View Scheduled SINs
- View recently Restored SINs
- Create an Unplanned SIN
- Create a Scheduled SIN
- Update an Unplanned SIN
- Update a Scheduled SIN
- Log Out

The System will:

- Create a corresponding Marval request
- Send notification emails to itsnotify@flinders.edu.au
- Update Marval requests with SIN details
- Notify the CSC about all new SINs

More detailed information regarding these functions is discussed in the SRS.

3. Using the System

3.1. SIN Login

When the user logs, in a web page is presented from which they select one of:

- Service Interruption Notification;
- Or
- Planned Maintenance Notification.

The user would select the Service Interruption Notification button if they wish to notify staff members of any planned or unplanned IT service interruptions caused by scheduled maintenance or by unforeseen circumstances.

The user would select the Planned Maintenance Notification button if they wish to notify staff members of any planned maintenance which is not expected to cause on IT service interruptions.
3.2. SIN Page

Once the user is logged in, navigate to the SIN page by clicking the ‘Service Interruption Notification’ button. This will display all the current, scheduled and recently restored SINs. You can jump to a section by clicking on the links next to the ‘tick,’ ‘cross’ and ‘schedule’ icons. All the system functions are accessible from this page.

Figure 1

3.3. SIN Status Type

Each SIN has a ‘Status Type’ that helps to differentiate scheduled SINs from unplanned SINs while they are currently in progress. The different ‘Status Types’ are:

- Planned
- Current
- Unplanned
- Complete

3.3.1. Planned Status Type

Only a scheduled SIN can have a status type of ‘Planned’. A SIN will have the status type of ‘Planned’ when it is scheduled and is in the ‘Scheduled’ status. A SIN that has a ‘Planned’ status type will appear in the ‘Scheduled Service Interruptions’ section (yellow). When the status is changed to ‘WIP’, the status type will change to ‘Current’.

3.3.2. Current Status Type

Only a scheduled SIN can have a status type of ‘Current’. A SIN will have the status type of ‘Current’ when it is in the ‘WIP’ status and appears in the ‘Current Service Interruptions’ section (Red).

3.3.3. Unplanned Status Type

Only an unplanned SIN can have the status type of ‘Unplanned’. A SIN will have the status type of ‘Unplanned’ when it is in the ‘WIP’ status and appears in the ‘Current Service Interruptions’ section (Red).

3.3.4. Complete Status Type

Both scheduled and unplanned SINs have a status type of ‘Complete’ when they have been placed into the ‘Restored’ status. The ‘Recently Restored Service Interruptions’ section (Green) will display the last five restored SINs.
3.4. SIN Status

Each SIN has various status descriptions to determine the current state of a service interruption. The different ‘Statuses’ for a SIN are:

- Scheduled
- WIP
- Restored

The status can be changed for a SIN by selecting a status from the select list on the update SIN page.

3.4.1. Scheduled Status

The ‘Scheduled’ status is for scheduled SINs. This is the initial status that a scheduled SIN is placed into after it has been created. SINs that are in this status appear under the ‘Scheduled Service Interruptions’ section (yellow).

3.4.2. WIP Status

Both scheduled and unplanned SINs can be placed into this status. This is a key status, as when a SIN is placed into WIP, it will be moved to the ‘Current Service Interruptions’ section (Red). A SIN should be changed into WIP when work begins on a scheduled SIN and the interruption is current. All new unplanned SINs will have the status set to WIP by the system.

**NOTE:** The system relies on the SIN creator to control the update of SIN statuses. A scheduled SIN will not automatically change itself to WIP when the scheduled date arrives.

3.4.3. Restored Status

The ‘Restored’ status can be applied to both scheduled and unplanned SINs. A SIN should be placed into this status when the affected services have returned to normal operation. Once a SIN has been placed into the Restored status, it cannot be changed. If there are further problems, then a new SIN will need to be created.

When a SIN is placed into the ‘Restored’ status, another field will be displayed in the update SIN page. This field is used to record the actual time that the services were restored to normal operation and is used to calculate the overall duration of the service interruption.
3.5. SIN Workflow

There are two SIN workflows that control the lifecycle of a SIN; these are ‘Unplanned Flow’ and ‘Scheduled Flow’. The SIN flows determine which status a SIN can be placed into. Users do not have to explicitly select a SIN flow, as the system chooses which flow to use based on whether a ‘Scheduled SIN’ or an ‘Unplanned SIN’ is being created.

3.5.1. Scheduled Flow

The scheduled flow is used for a Scheduled SIN. A scheduled SIN is placed into the ‘scheduled’ status by the system when first created. When work commences on the service interruption, the SIN creator should place the SIN into ‘WIP’ status. When work is completed and the services have been restored to normal operation, the SIN creator should place the SIN into the ‘Restored’ Status. Figure 4 illustrates the Scheduled flow.
3.5.2. Unplanned Flow
The unplanned flow is used for an Unplanned SIN. An unplanned SIN is placed into the ‘WIP’ status by the system when first created. When work is completed and the services have been restored to normal operation, the SIN creator should place the SIN into the ‘Restored’ Status. Figure 5 illustrates the Unplanned flow.

Figure 5 – Unplanned Flow

3.6. Creating a SIN
To create a SIN, click the ‘Create Scheduled SIN’ or ‘Create Unplanned SIN’ button from the top of the SIN page.

Figure 6
3.6.1. Create Scheduled SIN
This function is only available to ‘Support Staff’. A scheduled SIN is for service interruptions that are planned and have a start date and an end date. After clicking the ‘Create Scheduled SIN’ button, a form will be displayed as shown in figure 7

Figure 7

The first step is to select the affected services for the SIN. This involves first selecting a service category from the select list. The service category selection will populate the second select list, which contains all the services.

Select a service from the second select list and then click the ‘add’ button. This will add service to the SIN and the service category and name will be displayed above the form. Multiple services can be added to a single SIN by selecting another service from the list and clicking the ‘add’ button.

Some services have been grouped logically, to allow for quick entry. To add a logical group of services, select a service group from the select list and then click the ‘add group’ button.

Once all the services have been added, the next step is to enter the start and end times for the SIN. There is a date-time widget to help in entering dates in the correct format. The widget will appear once the user has placed the mouse in the relevant form field, as shown in figure 8.

Figure 8
To enter a date and time, first select a Month, Year and day of the month from the left panel. Then select an hour, minute and AM or PM value from the right panel. The format for the start time and end time fields is DD/MM/YYYY HH:MM pm.

After the start and end times have been entered, enter a brief description of the service interruption. The description will be displayed on the SIN list page and in the notification email that is sent to itsnotify@flinders.edu.au.

Once all the fields have been entered, click the ‘schedule SIN’ button to enter the details into the system. The system will display a confirmation screen with the details you have entered and the corresponding Marval request number and SIN id. The corresponding Marval request is created with the details entered in the form. All Marval requests are assigned to CSC_SUPPORT and the tracker and customer is set to the person who created the SIN.

**Note:** It is the responsibility of the person who creates the SIN to maintain and update the SIN throughout the lifecycle of the SIN until it is placed into the restored status.

Corresponding requests created in Marval by the system are to be updated only from the web interface and not via Marval Pursuit.

### 3.6.2. Create Unplanned SIN

This function is only available to 'Support Staff'. An Unplanned SIN is for service interruptions that are not planned (i.e. system failures). After clicking the ‘Create Unplanned SIN’ button, a form will be displayed as shown in figure 9.

**Figure 9**

The steps for creating an Unplanned SIN are the same as for creating a Scheduled SIN, except for the ‘Expected Completion Time’ for an unplanned SIN is not mandatory, as the user may not know how long it will take to solve the problem. If the completion time is unknown and the field is left blank, the end time will be displayed as ‘Mon Dec 31 00:00:00 CST 2035’ in the confirmation screen. This is a default date used by Marval and is required to create the Marval request. When the SIN list page is displayed, the text 'UNKNOWN' will be displayed.

When the information has been entered into the required fields, click the ‘create SIN’ button to enter the details into the system.
3.7. Updating a SIN

A SIN can be updated by clicking the ‘view/update’ button, located in the right most column of the SIN list page. The button will only be displayed if you have authorisation to update the SIN. A SIN can be updated if:

- A user created the SIN
- A user is a member of the primary Marval group for the SIN creator
- A user is a member of the CSC_SUPPORT Marval group

Figure 10 shows the location of the ‘view/update’ button

Clicking on the ‘view/update’ button will display a form with the current details for the SIN. All details can be changed for the SIN except for the SIN id and Marval request number. After the relevant changes have been made, click the ‘update SIN’ button to update the details in the system. Every time a SIN is updated, the changes are also updated in the relevant Marval request and emailed to the itsnotify@flinders.edu.au address. To cancel an update and return to the SIN list page, click on the ‘SIN List’ breadcrumb located at the top of the form.
3.8. Creating an ITS Planned Maintenance Notification

To create an ITS Planned Maintenance Notification, click on the Planned Maintenance Notification button on the login page.

Complete the details on the form and click on the Email itsnotify button. This issues an email to itsnotify@flinders.edu.au.