Open Infrastructure - Task #6919

Define incident / downtime notification channels and reaction times

07/02/2019 07:18 PM - Nico Schottelius

Status:	Rejected		**Start date:**	07/02/2019
Priority:	Normal		**Due date:**	07/07/2019
Assignee:	Nico Schottelius		**% Done:**	0%
Category:			**Estimated time:**	0.00 hour
Target version:				
PM Check date:				

Description

Request / Input

- Proposal

- Prerequisites

A trusted, dedicated channel for communicating service notifications needs to be established. The channel should be a feed (RSS, Twitter, etc). Having it machine readable has great benefits for downstream automation.

There are exactly two types of service notifications we expect to be sent over this channel: (1) "Scheduled Maintenance" and (2) "Incident Report".

The channel must not contain other messages. (This keeps a relay to 3rd parties simple.)

- Case 1: Scheduled Maintenance

A notification about a "Scheduled Maintenance" informs in advance about planned works like moving servers, upgrades, etc. Details should, as a minimum, include:

- A short description of the plans
- Planned starting time
- Planned ending time
- Expected downtime: yes/no

- Case 2: Incident Report

An incident report informs about degraded service or unexpected downtime that ungleich experiences spontaneously. It also serves as a notice of action, signaling that ungleich is aware of the issue and is taking appropriate steps to resolve the issue.

When ungleich encounters problems with infrastructure, ungleich issues a first incident report via the dedicated channel. The report should as a minimum include:

- Very brief state of information

It does not need to include a detailed analysis, planned mitigations or an expected time-frame.

When ungleich has analyzed the issue further, and it is foreseeable that the problem will not be fixed within a to be defined time-frame (for example 2h), ungleich sends another notification with a short update which includes the new findings and information on when the downtime is expected to end.

If the problem persists after another to be defined time interval (for example 3h), ungleich sends another short notification with an update on the last notification and continues to send updates on this interval.

Notes from Nico

- Probably external channel (i.e. twitter alike) and self run channel (openness!)

History

#1 - 01/02/2024 02:05 PM - Nico Schottelius

- Status changed from New to Rejected