

National Aeronautics and Space Administration



Communications Service Office (CSO)
NASA Integrated Communication Services (NICS)

Office of the Chief Information Officer

CSONS Primary User Training - Mission

Creating CSONS Outage Notices

September 2016

www.nasa.gov





Reminder

- **PLEASE KEEP YOUR PHONE ON MUTE UNTIL YOU WANT TO ASK A QUESTION**
- **QUESTIONS AND COMMENTS ARE WELCOME**





References

The Policies, Procedures and Guidelines remain the same...only the tool has changed.

- NISN-SOP-0002 (NISN SOP for Trouble Reporting, Activity Scheduling, Mission Freeze, and Major Outage Notification)





CSONS Overview

- The Communication Service Office (CSO) Notification System (**CSONS**) is the replacement for our current AOPNS and MONS notification systems which have reached end-of-life status
- CSONS is a 'service based' custom application within the NITSM Remedy tool
- It is designed to support the dissemination of technical notifications for:
 - ✓ Outages associated with CSO Corporate and CSO Mission only
 - ✓ Planned activities related to Infrastructure/services of CSO Corporate, CSO Mission, CSO Russia and MSFC CIO Agency Applications Office (AAO)

CSONS is scheduled to go-live September 26, 2016





Definitions

- An 'Outage':

An unplanned failure or temporary interruption that impacts the usability or functioning of a production or support service.

- An 'Activity' is:

A planned operational, maintenance or upgrade action associated with a carrier or internal facing production or support service that has the potential to produce a temporary interruption of service.





CSONS Outages

What's New and Different

- CSONS Access Point
- Linking an Outage to an Incident
- Permissions
- Key Field Changes
- Templates





What's New and Different CSONS Access Point

→ NITSM (Remedy) will be used to create, update and distribute Outage notifications (CSO Corporate and CSO Mission only)



To access CSONS and create, update and send Outage notifications, you will log in to NITSM (Remedy) using your normal NITSM login process. SSO will provide login verification, and once you are verified you will be taken directly to the IT Home Page Overview Console. Note: Outage information will NOT display in the IT Home Page Overview Console.



What's New and Different Linking an Incident to an Outage

- In CSONS, an Outage cannot be created without an associated Incident (aka the 'triggering' Incident)
- The 'CSONS tab' of the triggering Incident will be used to enter, update and send the Outage information

IT Home > INC000000782468

Identification Recording | Investigation and Diagnosis Normal | Resolution and Recovery | Incident Closure

Work Detail | Categorization | Tasks | Relationships | Date/System | **CSONS**

Incident ID* INC000000782468

Company* Mission_IT_COMMSSVC

Customer* Culley, Angela

Notes CSONS 051 Mission - Create and Send an New Outage Notification / Multiple

Template+

Summary* CSONS 051 - Avis Nesbitt

Service*+ Mission Dedicated Data

CI+

Template

Notification Type* New

Outage Type Informational

Loc_Services* Mission Internal-Timing

Link_Services EB 36;EB 36;EB 37;

Outage Impact GSFC Campus Base-wide F

Outage Summary* Avis Nesbitt CSONS 051

Outage Message The GSFC Campus experie

Issue Status Impaired

Outage Reason GSFC Campus has loss one

TimeReported 8/13/2016 5:30:00 PM

DownTime 8/13/2016 5:10:00 PM

UpTime

Send

What's New and Different Permissions

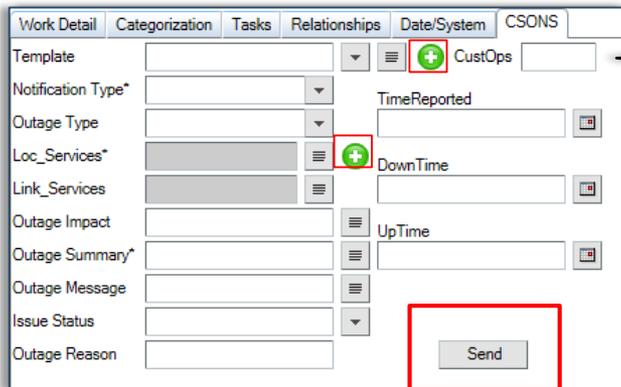
→ To create, and update Outage information you must:

- Be a member of the triggering Incident's Assigned Group*+



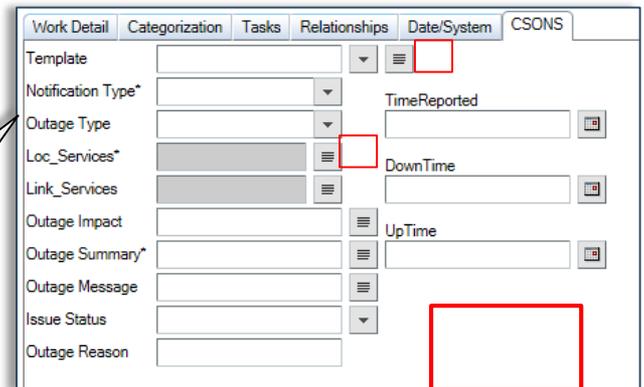
→ To send or resend an Outage notification you must:

- Be a member of the triggering Incident's Assigned Group*+, and
- Have 'CSONS Outage Creator' permission listed in your NITSM profile



Has 'CSONS Outage Creator' permission

Does NOT have 'CSONS Outage Creator' permission





Creating Your NAMS CSONS Outage Creator Permission Request Mission

→ Primary users will request NITSM 'Outage Creator Permissions' using the NASA Access Management System (NAMS)

<https://nams.nasa.gov/nams>

[Click here](#) to view the details of requesting "Outage Creator Permissions" via NAMS.

NOTE: You must have access to NITSM in order to be granted NITSM 'Outage Creator Permissions'. If you do not currently have NITSM access, please go to the NITSM Training Portal and view the following documents: 'NITSM Access' and 'NITSM NAMS Roles Defined'





What's New and Different Updated Outage Form

The Outage form has been updated. Field labels have been modified, and new fields and functionality added.

Old MONS Outage Form

The screenshot shows the 'Create Mission Outage' form in the MONS system. The form is titled 'Create Mission Outage' and has a 'Notice Status: Draft' indicator. It contains several input fields and dropdown menus, including: 'Initial/Update/Final' (dropdown), 'Email Subject Line', 'NITS Ticket #', 'Reporting Entity', 'Time Reported' (with format 'mm/dd/yyyy' and 'optional GMT'), 'Time Down' (with format 'mm/dd/yyyy' and 'optional GMT'), 'Time Up' (with format 'mm/dd/yyyy' and 'optional GMT'), 'Sites Affected', 'Services Affected', 'Issue Status' (dropdown), 'Reason for Outage', and 'Mission Impact / Potential Mission Impact'. At the bottom, there are 'Menu' and 'Save Draft & Preview' buttons.

New CSONS Outage Form

The screenshot shows the 'New CSONS Outage Form' in the CSONS system. The form is titled 'Outage Notification Log' and has a 'CSONS' tab selected. It contains several input fields and dropdown menus, including: 'Template', 'Notification Type*', 'Outage Type', 'Loc_Services*', 'Link_Services', 'Outage Impact', 'Outage Summary*', 'Outage Message', 'Issue Status', and 'Outage Reason'. There are also fields for 'TimeReported', 'DownTime', and 'UpTime'. A 'Send' button is located at the bottom right. A note at the bottom of the form states: 'Note: Mission process guidelines require that all fields in the Outage tab be completed.'





Key Field Changes MONS to CSONS

- ◆ The old **MONS 'Initial/Update/Final'** field is replaced by the CSONS **Notification Type**. This is a required field and is used to identify the transition of the Notification during the Outage's lifecycle. *Options are:* New, Update, Correction or Final.
- ◆ The CSONS **'Outage Summary'** field replaces the old **MONS 'Email Subject Line'**. The CSONS Outage Summary field, will be used to document the Reporting Entity, the Sites Affected and the Link Numbers associated with the Outage. The Outage Summary field is a required field and must have an entry in order to save or send the Outage. The Outage Summary field is limited to 254 characters.
- ◆ The old **MONS 'NITS Ticket Number'** field is replaced by the CSONS triggering Incident's **'Incident ID*+'**. The Incident's ID number will automatically be posted into the title of the Outage Notification, and will also appear in the INC field in the text of the notification.
- ◆ The information previously placed in the **MONS 'Reporting Entity'** field will now be added into the CSONS **'Outage Summary'** field.
- ◆ The **MONS 'Time Reported'** field remains available in CSONS. It will continue to be used to record the time that the outage was identified/received. The functionality of the field has not changed, however, please note that the time component will display using the Outage Creator's time zone unless the Outage's creator has been granted GMT permission in their NITSM profile.
- ◆ The CSONS **'Down Time'** field replaces the **MONS 'Time Down'**. The functionality of the field has not changed, however, please note that the time component will display using the Outage Creator's time zone unless the Outage's creator has been granted GMT permission in their NITSM profile.



Key Field Changes MONS to CSONS

- ◆ The CSONS '**Up Time**' field replaces the MONS '**Time Up**' field. The functionality of the field has not changed, however, please note that GMT is not an available option in CSONS. The functionality of the field has not changed however, please note that the time component will display using the Outage Creator's time zone unless the Outage's creator has been granted GMT permission in their NITSM profile.
- ◆ The MONS '**Sites Affected**' and '**Services Affected**' fields have been replaced by the CSONS '**Loc_Services**' and '**Link_Services**' fields (Mission only).
- ◆ The MONS '**Issue Status**' field has not changed. It will continue to be used to define the category of the outage. *Options are:* Impaired, Loss of Redundancy, Isolated, Down Hard, and Up. Note: If the defined menu options are not applicable to the Outage, manual entries may be added into the Issue Status field. Manually entered information will not be added into the field's associated menu, but will be posted into the Outage and the Outage's notification.
- ◆ The '**Outage Type**' field has been added, and will be used to identify the class of the outage. *Options are:* Major or Informational. The perimeters for determining a Major vs Informational Outage Notification will remain the same as those followed under MONS.
- ◆ The '**Notification Type**' field has been added. This field is about the status of the notification, not the outage. *Options are:* New, Update, Correction or Final. Select 'New' when you are sending your original notification. Select 'Update' or 'Correction' when you are adding or changing information in your original notification, and select 'Final' when the Outage has been resolved and you are sending you last notification.





Key Field Changes MONS to CSONS

- ◆ The '**Outage Impact**' field replaces the MONS '**Mission Impact/Potential Mission Impact**' field. It is used to provide detailed information describing how the outage is affecting customers and their associated services. The Outage Impact field is limited to 600 characters.
- ◆ The '**Outage Message**' field will be used as a running log to record information about the work being done to resolve the Outage. Entries in the Outage Message field should be similar in content to the type of information generally placed into an Incident's Details tab. The Outage message field is unlimited in size.
- ◆ The MONS '**Reason for Outage**' field has been replaced by the CSONS '**Outage Reason**' field. The CSONS Outage Reason field is currently limited to 254 characters, but will be enhanced to allow unlimited data entry shortly after go-live. Information entered into the CSONS Outage Reason field will continue to be the same content and level of information that was provided in the old MONS Reason for Outage field.
- ◆ The '**Outage Notification Log**' has been added, and provides a record of the distribution of the outage notification.
- ◆ The '**Save as Draft and Preview**' button has been removed. To save and review your information you will use the Incident's 'Save' button. Once the CSONS Information is saved, it becomes a permanent part of the Incident, and can be updated at anytime up until the Incident has moved into the status of 'Closed'. Note: A preview of the actual created Outage notification is not available in CSONS.



What's New and Different Templates

→ CSONS allows the creation of 'reusable' Templates to complete fields on the Outage form with predefined information. To create a template:

Step 2: Enter a name for your template. *Note:* The use of created templates is NOT limited to the person or group that has created them. For this reason, make sure that the name of your template clearly identifies what the template is to be used for.

Step 3: Complete field information that is required for your template.

Step 1: With an Incident open on your screen, click to open the CSONS tab.

The screenshot shows the CSONS interface with the following elements:

- Navigation tabs: Work Detail, Categorization, Tasks, Relationships, Date/System, and CSONS (highlighted with a red box).
- Template field: A dropdown menu showing 'Recurring Weekly Maintena' (highlighted with a red box).
- Green Action button: A green circle with a white plus sign (highlighted with a red box).
- Form fields: Notification Type* (New), Outage Type (Informational), Loc_Services*, Link_Services, Outage Impact, Outage Summary*, Outage Message, Issue Status, and Outage Reason.
- Buttons: TimeReported, DownTime, UpTime, and Send.

Step 4: When you have completed your field entries, save your template by clicking the '**Green Action button**'. The template will be added to the Template field's menu, and will immediately be available for use. *Note:* To save the template, make sure to click the Green button. **DO NOT CLICK THE SEND BUTTON OR THE INCIDENT'S SAVE BUTTON.**

Selecting a Template

→ To use a template:

Step 1: With an Incident open on your screen, click to open the CSONS tab.

Step 2: From the Template field's menu, select the template that you want to use. Information from the template will populate the Outage form.

Step 3: Enter additional field information as required.

Step 4: Click the Send button to send your notification.



Tips for Using a Template

- | | |
|---------------|--|
| Tip #1 | Templates are 'general access'. Once a template is created it can be used by anyone who needs to create an Outage. |
| Tip #2 | Make sure give your template a name which clearly describes what the template should be used for. |
| Tip #3 | If the template you are creating is specific to only your group, make sure to indicate that in the name of the template. |
| Tip #4 | After you select a template, review the pre-populated fields to ensure that you have picked the correct template. If you have made an incorrect selection you need to go to each field and delete the information, or you without saving or sending the Outage, you can exit out of the Outages triggering Incident. |
| Tip #5 | Remember that other people can use the same template, and never click the Template field's Green Action button unless you consciously want to change the Templates pre-populated information. |

Creating an Outage





The Notification Type Field

The '**Notification Type**' field replaces the old MONS 'Initial/Update/Final' field and is used to document the transition of the Notification during the Outage's lifecycle. *Options are: New, Update, Correction or Final.*

The information in the Notification Type field will appear in the subscribers notification. This is a required field and must have an entry in order to save or send the notification.

The screenshot shows a web interface for CSONS with several tabs: Work Detail, Categorization, Tasks, Relationships, Date/System, and CSONS. The 'Notification Type*' dropdown menu is open, showing options: New, Update, Correction, Final, and (clear). Other fields include Template, Outage Type, Loc_Services*, Link_Services, Outage Impact, Outage Summary*, Outage Message, Issue Status, and Outage Reason. A 'Send' button is located at the bottom right.

The Outage Type Field

The '**Outage Type**' field is a new field, and is used to identify the class of the outage. *Options are:* Major or Informational.

The screenshot shows a web application interface with several tabs: 'Work Detail', 'Categorization', 'Tasks', 'Relationships', 'Date/System', and 'CSONS'. The 'Outage Type' field is highlighted with a red box, and its dropdown menu is open, showing 'Major' and 'Informational' as options, along with a '(clear)' option. Other fields include 'Template', 'Notification Type*', 'Loc_Services*', 'Link_Services', 'Outage Impact', 'Outage Summary*', 'Outage Message', 'Issue Status', and 'Outage Reason'. There are also input fields for 'TimeReported' and 'UpTime', and a 'Send' button at the bottom right.

To view the full criteria for determining whether an outage should be listed as Major or Informational view the NISN-SOP-0002



The Loc_Services and Link_Services Fields

The '**Loc_Services***' and '**Link_Services***' fields replace the **old MONS 'Affected Sites' and 'Affected Services'** fields. They are required field's and must have an entry in order to save or send the Outage.

Entries in these fields must be selected from the field's associated menu.

Work Detail	Categorization	Tasks	Relationships	Date/System	CSONS
Template	<input type="text"/>				
Notification Type*	<input type="text"/>			TimeReported	
Outage Type	<input type="text"/>			<input type="text"/>	
Loc_Services*	<input type="text"/>			DownTime	
Link_Services	<input type="text"/>			<input type="text"/>	
Outage Impact	<input type="text"/>			UpTime	
Outage Summary*	<input type="text"/>			<input type="text"/>	
Outage Message	<input type="text"/>				
Issue Status	<input type="text"/>				
Outage Reason	<input type="text"/>				



The Loc_Services Field

The 'Loc_Services*' field will be used to identify the type of service that is being impacted by the outage.

In the Mission environment, the selection in the Loc_Services* field is informational only, and does not impact the selection of the 'audience' that will receive the notification.

Loc_Services* entries will be selected using the 'Green Action Button'.

This is a required field, and must have an entry in order to save or send the outage.

Work Detail	Categorization	Tasks	Relationships	Date/System	CSONS
Template	<input type="text"/>				
Notification Type*				TimeReported	
Outage Type				<input type="text"/>	
Loc_Services*					DownTime
Link_Services				<input type="text"/>	
Outage Impact	<input type="text"/>			UpTime	
Outage Summary*	<input type="text"/>			<input type="text"/>	
Outage Message	<input type="text"/>				
Issue Status	<input type="text"/>				
Outage Reason	<input type="text"/>				



The Link_Services Field

The **Link_Services*** field will be used identify the 'audience' that will receive the notification.

Link_Services* entries will be selected using the 'Green Action Button'.

This is a required field, and must have an entry in order to save or send the outage.

Work Detail	Categorization	Tasks	Relationships	Date/System	CSONS
Template	<input type="text"/>	▼	☰		
Notification Type*	<input type="text"/>	▼		TimeReported	<input type="text"/>
Outage Type	<input type="text"/>	▼			
Loc_Services*	<input type="text"/>	☰		DownTime	<input type="text"/>
Link_Services	<input type="text"/>	☰		UpTime	<input type="text"/>
Outage Impact	<input type="text"/>	☰			
Outage Summary*	<input type="text"/>	☰			
Outage Message	<input type="text"/>	☰			
Issue Status	<input type="text"/>	▼			
Outage Reason	<input type="text"/>				
					<input type="button" value="Send"/>

Using the Loc_Services and Link_Services Fields

The screenshot shows a software interface with several tabs: Work Detail, Categorization, Tasks, Relationships, Date/System, and CSONS. The 'Work Detail' tab is active, showing fields for Template, Notification Type*, Outage Type, Loc_Services*, Link_Services, and Outage Impact. A red box highlights a green plus button next to the 'Loc_Services*' field. A red arrow points from this button to a dialog box titled 'CSONS Location Service Selection'. The dialog box has a 'Sel Mission' dropdown menu set to 'Internal'. Below this is a button labeled 'Select Location/Services'. Underneath is a list of 14 services, each with a checkbox. The services listed are: Mission Internal-Cabling, Mission Internal-Closed Circuit Television (CCTV), Mission Internal-Dedicated Data, Mission Internal-Domain Name Service (DNS Entry), Mission Internal-Launch Video Support, Mission Internal-Media Recording/Duplication, Mission Internal-MOVE Keysets, Mission Internal-Routed Data, Mission Internal-Security, Mission Internal-Source Destination Codes, Mission Internal-Timing, Mission Internal-Video, Mission Internal-Voice, and Mission Internal-Wide Area Network (WAN). At the bottom of the dialog are 'Save' and 'Cancel' buttons.

When the Loc_Services '**Green Action Button**' is selected, the 'Select Location/Services' dialog displays.



The Mission Select Location/Services Dialog

The Select Location/Services dialog contains two menus.

CSONS Location Service Selection

Sel Mission ▼

Select Location/Services

14 of 14 results Refresh

<input type="checkbox"/>	Loc_Service
<input type="checkbox"/>	Mission Internal-Cabling
<input type="checkbox"/>	Mission Internal-Closed Circuit Television (CCTV)
<input type="checkbox"/>	Mission Internal-Dedicated Data
<input type="checkbox"/>	Mission Internal-Domain Name Service (DNS Entry)
<input type="checkbox"/>	Mission Internal-Launch Video Support
<input type="checkbox"/>	Mission Internal-Media Recording/Duplication
<input type="checkbox"/>	Mission Internal-MOVE Keysets
<input type="checkbox"/>	Mission Internal-Routed Data
<input type="checkbox"/>	Mission Internal-Security
<input type="checkbox"/>	Mission Internal-Source Destination Codes
<input type="checkbox"/>	Mission Internal-Timing
<input type="checkbox"/>	Mission Internal-Video
<input type="checkbox"/>	Mission Internal-Voice
<input type="checkbox"/>	Mission Internal-Wide Area Network (WAN)

Save Cancel

Note: To move between the menus, click the Sel Mission dialogs menu icon, and select a menu option (for example, 'External' from the displayed list).

Sel Mission ▼

Select Location/Services

32 of 32 results Refresh

<input type="checkbox"/>	Link
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 37
<input type="checkbox"/>	EB 38
<input type="checkbox"/>	EB 57
<input type="checkbox"/>	GOES-NP
<input type="checkbox"/>	GOES-R
<input type="checkbox"/>	HUBBLE
<input type="checkbox"/>	Link 1000
<input type="checkbox"/>	Link 1001
<input type="checkbox"/>	Link 12345
<input type="checkbox"/>	Link 1600
<input type="checkbox"/>	Link 174
<input type="checkbox"/>	Link 189
<input type="checkbox"/>	Link 18B
<input type="checkbox"/>	Link 202
<input type="checkbox"/>	Link 203
<input type="checkbox"/>	Link 221
<input type="checkbox"/>	Link 222
<input type="checkbox"/>	Link 223
<input type="checkbox"/>	Link 224
<input type="checkbox"/>	Link 58
<input type="checkbox"/>	Link 61

Save Cancel



The Internal Menu - Identifying Impacted Service -

The **'Internal'** menu automatically displays when the Select Location/Services dialog opens. It provides a list of the available **'Loc_Services' selections**. Remember: The Loc_Services options **are used to identify the type of service that is being impacted by the outage**.

The displayed Loc_Services options are organized alphabetically by service.

Sel Mission: Internal

Select Location/Services

14 of 14 results Refresh

<input type="checkbox"/>	Loc_Service
<input type="checkbox"/>	Mission Internal-Cabling
<input type="checkbox"/>	Mission Internal-Closed Circuit Television (CCTV)
<input type="checkbox"/>	Mission Internal-Dedicated Data
<input type="checkbox"/>	Mission Internal-Domain Name Service (DNS Entry)
<input type="checkbox"/>	Mission Internal-Launch Video Support
<input type="checkbox"/>	Mission Internal-Media Recording/Duplication
<input type="checkbox"/>	Mission Internal-MOVE Keysets
<input checked="" type="checkbox"/>	Mission Internal-Routed Data
<input type="checkbox"/>	Mission Internal-Security
<input type="checkbox"/>	Mission Internal-Source Destination Codes
<input type="checkbox"/>	Mission Internal-Timing
<input type="checkbox"/>	Mission Internal-Video
<input type="checkbox"/>	Mission Internal-Voice
<input type="checkbox"/>	Mission Internal-Wide Area Network (WAN)

Save Cancel



The External Menu

- Identifying the Audience -

The **'External'** menu contains a list of Mission Inflight Projects/Programs and their associated Links. The available options will **be used to identify the 'audience' that will receive the notification.**

- **Select a 'Link or EB'** when the outage affects the availability of services for all of the Inflight Projects/Programs associated with the Link or EB.
- **Select the name of the 'Project/Program'** when the outage impacts only a specific Project/Program.

The displayed Link_Services options are organized alphabetically by the first letter in the name.

Sel Mission: External

Select Location/Services

32 of 32 results Refresh

<input type="checkbox"/>	Link
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 37
<input type="checkbox"/>	EB 38
<input type="checkbox"/>	EB 57
<input type="checkbox"/>	GOES-NP
<input type="checkbox"/>	GOES-R
<input type="checkbox"/>	HUBBLE
<input type="checkbox"/>	Link 1000
<input type="checkbox"/>	Link 1001
<input type="checkbox"/>	Link 12345
<input type="checkbox"/>	Link 1600
<input type="checkbox"/>	Link 174
<input type="checkbox"/>	Link 189
<input type="checkbox"/>	Link 18B
<input type="checkbox"/>	Link 202
<input type="checkbox"/>	Link 203
<input type="checkbox"/>	Link 221
<input type="checkbox"/>	Link 222
<input type="checkbox"/>	Link 223
<input type="checkbox"/>	Link 224
<input type="checkbox"/>	Link 58
<input type="checkbox"/>	Link 61

Save Cancel



Selecting Loc_Services

Sel Mission internal ▼

Select Location/Services

- 14 of 14 results Refresh
- | <input type="checkbox"/> | Loc_Service |
|-------------------------------------|---|
| <input type="checkbox"/> | Mission Internal-Cabling |
| <input type="checkbox"/> | Mission Internal-Closed Circuit Television (CCTV) |
| <input type="checkbox"/> | Mission Internal-Dedicated Data |
| <input type="checkbox"/> | Mission Internal-Domain Name Service (DNS Entry) |
| <input type="checkbox"/> | Mission Internal-Launch Video Support |
| <input type="checkbox"/> | Mission Internal-Media Recording/Duplication |
| <input type="checkbox"/> | Mission Internal-MOVE Keysets |
| <input checked="" type="checkbox"/> | Mission Internal-Routed Data |
| <input type="checkbox"/> | Mission Internal-Security |
| <input type="checkbox"/> | Mission Internal-Source Destination Codes |
| <input type="checkbox"/> | Mission Internal-Timing |
| <input type="checkbox"/> | Mission Internal-Video |
| <input type="checkbox"/> | Mission Internal-Voice |
| <input type="checkbox"/> | Mission Internal-Wide Area Network (WAN) |

Save

To select a Loc_Service option from the Internal menu, click in the white box next to the name of the service. You may pick one or more options as required to select all of the services impacted by the Outage.

Work Detail	Categorization	Tasks	Relationships	Date/System	CSONS
Template					
Notification Type*	New			TimeReported	
Outage Type	Major			DownTime	
Loc_Services*	Mission Internal-Route			UpTime	
Link_Services				Outage Summary*	
Outage Impact				Outage Message	
Outage Reason				Issue Status	

Send

Note: Do NOT click the 'Save' button until you have selected the applicable options from BOTH the Internal and External menus. Clicking the Save button before you have made all of your selections will result in the incorrect posting of data in the Loc_Services and/or Link_Services fields.





Selecting Your Link_Services

To select a Link_Service option from the External menu, click in the white box next to item you want to select. You may pick one or more options as required to select the correct audience for your Outage notification.

Sel Mission External ▼

Select Location/Services

32 of 32 results Refresh

<input type="checkbox"/>	Link
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 37
<input type="checkbox"/>	EB 38
<input type="checkbox"/>	EB 57
<input type="checkbox"/>	GOES-NP
<input type="checkbox"/>	GOES-R
<input type="checkbox"/>	HUBBLE
<input checked="" type="checkbox"/>	Link 1000
<input type="checkbox"/>	Link 1001
<input type="checkbox"/>	Link 12345
<input type="checkbox"/>	Link 1600
<input type="checkbox"/>	Link 174
<input type="checkbox"/>	Link 189
<input type="checkbox"/>	Link 18B
<input type="checkbox"/>	Link 202
<input type="checkbox"/>	Link 203
<input type="checkbox"/>	Link 221
<input type="checkbox"/>	Link 222
<input type="checkbox"/>	Link 223
<input type="checkbox"/>	Link 224
<input type="checkbox"/>	Link 58
<input type="checkbox"/>	Link 61

Work Detail Categorization Tasks Relationships Date/System CSONS

Template [dropdown] [icon] [icon]

Notification Type* New [dropdown]

Outage Type Major [dropdown]

Loc_Services* Mission Internal-Route [icon] [icon]

Link_Services Link 1000; [icon] [icon]

Outage Impact [input] [icon]

Outage Summary* [input] [icon]

Outage Message [input] [icon]

Issue Status [dropdown]

Outage Reason [input]

TimeReported [input] [icon]

DownTime [input] [icon]

UpTime [input] [icon]

Send

Save

Note: Once all required Loc_Services and Link_Services are selected, click the 'Save' button. Your selected options will populate the Loc_Services and Link_Services fields.





Links and their Association to Inflight Projects/Programs

Behind the scenes, the Link options displayed in the Link_Services External menu are related to an Inflight Project/Program. When you select an EB or 'Link' from the menu, NITSM will located the matching Inflight Project/Program from the IPP behind the scenes form.

Link #	Funding Project	Site A	Site B
Link 90	LUNAR RECON ORBITER	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 18B	LUNAR RECON ORBITER	Second TDRSS Ground Terminal (STGT)	Jet Propulsion Laboratory (JPL)
Link 174	MAVEN	Jet Propulsion Laboratory (JPL)	University of Colorado (UCOL)
Link 221	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 224	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 222	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 203	MMS	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 202	MMS	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 223	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 80G	MMS	Goddard Space Flight Center (GSFC)	University of Colorado (UCOL)
Link 83	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 61	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Lockheed Martin Solar and Astrophysics Laboratory
Link 89	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	University of Colorado (UCOL)
Link 86	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Lockheed Martin Solar and Astrophysics Laboratory
Link 58	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	University of Colorado (UCOL)
Link 70	SOLAR DYNAMICS OBSERVATORY	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
EB 36	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	White Sands Ground Terminal
EB 37	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	White Sands Ground Terminal
EB 38	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Second TDRSS Ground Terminal (STGT)
EB 57	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	White Sands Ground Terminal
Link 1000	SOLAR DYNAMICS OBSERVATORY	White Sands Ground Terminal	Stanford University
Link 1001	SOLAR DYNAMICS OBSERVATORY	White Sands Ground Terminal	Stanford University
Link 189	Swift	Goddard Space Flight Center (GSFC)	Pennsylvania State University





Using the Link_Services Options to Select the Audience for the Notification

Template	
Notification Type*	New
Outage Type	Major
Loc_Services*	Mission Internal-Sourc
Link_Services	Link 1000;Link 1001;

Link 1000	MARS Science Lab
Link 1001	GOES-R

Once NITSM locates the behind the scenes 'Link to 'Project/Program' match it will search the CSONS Subscriber form and locate and send the notification to the subscribers who have registered for the matching Project/Program.

Subscriber ID 000000000000201

Email timothy.b.sanders@nasa.go

Mobile Email

Daily Report Yes

Site+ MSFC

3 of 3 results			Preferences	Refresh
Request ID	Location_c	Service_c		
000000000000003	ARC	Telephone		
000000000000104	Mission External	MARS SCIENCE LAB (MSL)		
000000000000501	Mission External	GOES-R		

Report Select All DeSelect All





Example 1

NITS #: 1123136 -- GSFC/ASF/Gilmore Creek Link-4000 (UP) (FINAL) -- Mission Outage

MONS Notice Date: 2016-09-10 14:01 Z

NITS TICKET #: 1123136

REPORTING ENTITY: Goddard Comm Control

TIME REPORTED: 2016-09-09 04:45:00 Z

TIME DOWN: 2016-09-09 04:02:09 Z

TIME UP: 2016-09-09 04:10:31 Z

SITES AFFECTED: GSFC, ASF & Gilmore Creek

SERVICES AFFECTED: Data

ISSUE STATUS: UP

REASON for OUTAGE: GSFC/ASF/Gilmore Creek Link-4000 EBNet High Rate service 09/0410:31Z. Carrier DREN advised. RFO Trouble cleared before

[Potential] MISSION IMPACT: EDOS reported no data loss or impact.

Work Detail Categorization Tasks Relationships Date/System **CSONS** NICSAdmin

Template [] [+]

Notification Type* Final [] TimeReported 9/8/2016 11:45:00 PM []

Outage Type Informational []

Loc_Services* Mission Internal-Dedic [+]

Link_Services Link 1000; []

Outage Impact EDOS reported no data loss []

Outage Summary* GSFC/ASF/Gilmore Creek L [] DownTime 9/4/2016 2:09:00 AM []

Outage Message GSFC/ASF/Gilmore Creek - [] UpTime 9/4/2016 10:32:00 AM []

Issue Status Isolated []

Outage Reason Link-4000 EBNet High Rate []

[Send]

Outage Notification Log

Table has not been loaded [Refresh]

Create Date	Outage T...	Notice St...	Notificati...	Submitter	Email St...





Example 2

NITS #: 1103271 – GSFC/JPL Link-12006 (UP) (FINAL)
 Notice Date: 2016-09-07 12:24 Z

NITS TICKET #:	1103271
REPORTING ENTITY:	GSFC Comm Control
TIME REPORTED:	2016-09-06 17:30:00 Z
TIME DOWN:	2016-09-06 17:01:57 Z
TIME UP:	2016-09-07 09:34:02 Z
SITES AFFECTED:	GSFC and JPL
SERVICES AFFECTED:	Data
ISSUE STATUS:	UP
REASON for OUTAGE:	GSFC/JPL Link-12006 which traverses GSFC/ARC O from 06/1701:57Z - 07/0934:02Z. CNOC reports the RFO. Fiber cut between Modesto CA and Tracy CA. The fiber was replaced to restore service. Observation period concluded....(GF)
[Potential] MISSION IMPACT:	No data loss reported.

Work Detail Categorization Tasks Relationships Date/System CSONS

Template: [dropdown] [icon] [plus]

Notification Type*: Final [dropdown]

Outage Type: Major [dropdown]

Loc_Services*: Mission Internal-Dedic [dropdown] [icon] [plus]

Link_Services: Link 1000; [dropdown] [icon] [plus]

Outage Impact: GSFC and JPL affected. No [dropdown] [icon] [plus]

Outage Summary*: GSFC/JPL Link 1000 Down [dropdown] [icon] [plus]

Outage Message: GSFC/JPL Link 1000 which [dropdown] [icon] [plus]

Issue Status: Up [dropdown]

Outage Reason: GSFC/JPL Link 1000 which [dropdown]

TimeReported: 9/6/2016 5:00:00 AM [calendar icon]

DownTime: 9/6/2016 5:00:00 AM [calendar icon]

UpTime: 9/7/2016 6:31:00 AM [calendar icon]

Send

Outage Notification Log

2 of 2 results Refresh

Create Date	Outage T...	Notice St...	Notificati...	Submitter	Email St...
9/21/2016 7:!	Major	New	Final	csonsoutage: Ready	





Outage Freeform Text Fields

The **'Outage Impact'** is a freeform text field used to provide detailed information describing how the outage is affecting customers and their associated services. The field is limited to 600 characters.

Work Detail	Categorization	Tasks	Relationships	Data
Template				
Notification Type*				Time
Outage Type				
Loc_Services*				Down
Link_Services				
Outage Impact				
Outage Summary*				
Outage Message				
Issue Status				
Outage Reason				

The **'Outage Message'** field will be used as a running log to record information about the work being done to resolve the Outage. Entries in the Outage Message field should be similar in content to the type of information generally placed into an Incident's Details tab. The Outage message field is unlimited in size.

The CSONS **'Outage Summary'** field replaces the old MONS **'Email Subject Line'**. The CSONS Outage Summary field, will be used to document the Reporting Entity, the Sites Affected and the Link Numbers associated with the Outage. The Outage Summary field is a required field and must have an entry in order to save or send the Outage. The Outage Summary field is limited to 254 characters.

The CSONS **'Outage Reason'** field is currently limited to 254 characters, but will be enhanced to allow unlimited data entry shortly after go-live. Information entered into the CSONS Outage Reason field will continue to be the same content and level of information that was provided in the old MONS Reason for Outage field.



The Issue Status Field

The **'Issue Status'** field is used to define the category of the outage. *Menu Options are:* Impaired, Loss of Redundancy, Isolated, Down Hard, and Up. **However**, in addition to the information in the field's pull-down menu, the Issue Status field allows you to manually enter text into the field itself. Manually enter information will be saved into the Outage form, but will NOT be added to the menu.

Work Detail	Categorization	Tasks	Relationships	Date/System	CSONS
Template	<input type="text"/>	▼	☰	+	
Notification Type*	<input type="text"/>	▼		TimeReported	<input type="text"/>
Outage Type	<input type="text"/>	▼			<input type="text"/>
Loc_Services*	<input type="text"/>	☰	+	DownTime	<input type="text"/>
Link_Services	<input type="text"/>	☰			<input type="text"/>
Outage Impact	<input type="text"/>	☰		UpTime	<input type="text"/>
Outage Summary*	<input type="text"/>	☰			<input type="text"/>
Outage Message	<input type="text"/>	☰			
Issue Status	<input type="text"/>	▼			
Outage Reason	<input type="text"/>				

- Impaired
- Loss of Redundancy
- Isolated
- Down Hard
- Up



Outage Timing Fields

Work Detail	Categorization	Tasks	Relationships	Date/System	CSONS
Template	<input type="text"/>				
Notification Type*	<input type="text"/>				
Outage Type	<input type="text"/>				
Loc_Services*	<input type="text"/>				
Link_Services	<input type="text"/>				
Outage Impact	<input type="text"/>				
Outage Summary*	<input type="text"/>				
Outage Message	<input type="text"/>				
Issue Status	<input type="text"/>				
Outage Reason	<input type="text"/>				

TimeReported

DownTime

UpTime

The **'Time Reported'** field is used to record the time that the alarm was identified, or information on the outage was received.

The **'Down Time'** field is used to record the date and time that the outage down time began. It replaces the **MONS 'Time Down'** field.

The **'Up Time'** field is used to record the date and time that the outage down time stopped. replaces the **MONS 'Time Up'** field.

Note: In the Mission environment, time will only display as GMT time if your NITSM profile has already been setup to display in GMT. If that is not the case, all time fields in the CSONS application will display as your regular time zone.



Sending Your Outage Notification

- To send you outage notification, complete the Outage information and then click the 'Send' button

The screenshot shows a web-based form for creating an outage notification. The form is organized into several sections: 'Work Detail', 'Categorization', 'Tasks', 'Relationships', 'Date/System', and 'CSONS'. The 'Work Detail' section includes fields for 'Template', 'Notification Type*' (set to 'New'), 'Outage Type' (set to 'Major'), 'Loc_Services*' (set to 'Mission Internal-Route'), 'Link_Services' (set to 'Link 1000;'), 'Outage Impact' (set to 'High - multiple organizations'), 'Outage Summary*' (set to 'XYZ data sever intermittent'), 'Outage Message' (set to 'e XYZ data sever is having i'), 'Issue Status' (set to 'Impaired'), and 'Outage Reason' (set to 'Server XYZ is having interim'). The 'Date/System' section includes 'TimeReported' (set to '9/9/2016 12:00:00 PM') and 'DownTime' (set to '9/11/2016 12:30:00 PM'). The 'CSONS' section includes an 'UpTime' field. A 'Send' button is located at the bottom right of the form, highlighted with a red border.

- The action of sending the notification will also save the information into the Incident



Saving without Sending

Incident ID* INC000000780044

Company* Mission_IT_COMMSSVC

Customer* Culley, Angela

Contact*

Notes

Template+

Summary* CSONS Outage Test 4

Service** Mission Launch Support

CI+

Target Date

Impact* 2-Significant/Large

Urgency* 2-High

Priority* High

Incident Type* User Service Restoration

Reported Source

Assigned Group** CSONS Test Group

Assignee+ Mission CSONS Outage Creator

Vendor

Vendor Ticket Number

Status* Assigned

Status Reason

Resolution

Save Next Stage Resolve Print

Work Detail Categorization Tasks Relationships Date/System **CSONS**

Template

Notification Type* New

Outage Type Major

Loc_Services* Mission Internal-Route

Link_Services Link 1000;

Outage Impact High - multiple organizations

Outage Summary* XYZ data sever intermittent

Outage Message e XYZ data sever is having i

Issue Status Impaired

Outage Reason Server XYZ is having interin

TimeReported 9/9/2016 12:00:00 PM

DownTime 9/11/2016 12:30:00 PM

UpTime

Send

Outage Notification Log

Table has not been loaded Refresh

Create Date	Outage T...	Notice St...	Notificati...	Submitter	Email St...
-------------	-------------	--------------	---------------	-----------	-------------

If you are not ready to send the notification, you can use the Incident's 'Save' button to save your entries. Saved information can be updated up until the Incident moves to the 'Closed' status.



The Outage Notification Log

- The 'Outage Notification Log' provides a record of the distribution of the outage notification

Outage Notification Log

4 of 4 results						Refresh
Create Date	Outage T...	Notic...	Notificati...	Submitter	Em...	
9/5/2016 4:14:18 PM	Informational	New	New	bsoditch	New	
9/5/2016 4:17:32 PM	Informational	New	Update	bsoditch	New	
9/5/2016 4:18:03 PM	Informational	New	Correction	bsoditch	New	
9/5/2016 4:18:23 PM	Informational	New	Final	bsoditch	New	

- The 'Outage Notification Log' entries will automatically display in the log once you click the 'Send' button





Outage Info Posted Into the INC's Work Details Tab

- Although the Outage information is a permanent part of the triggering Incident, when the Outage is saved or sent, information from the Outage form is posted into the triggering Incident's Work Details Tab

Incident ID*+ INC000000778474

Work Detail | Categorization | Tasks | Relationships | Date/System | CSONS | NICSAdmin

3 entries returned - 3 entries matched

Type	Notes
Status Update	Company: Corporate_IT_COMMSSVC Detail: This happened due to a failure with the XYZ Incident
Status Update	Company: Corporate_IT_COMMSSVC Detail: Incident ID: INC000000778474 Issue Status: Link Se
Status Update	Company: Corporate_IT_COMMSSVC Detail: Incident ID: INC000000778474 Issue Status: Link Se





The Outage Audit Log

- Because the Outage is part of the Incident, information on the changes made in the Outage are automatically recorded in the Incidents Audit Log

Incident Audit Log

Form Audits | Notification Audits

Audit Type: ALL

4 entries returned - 4 entries matched

Audit Date	Fields Changed	Modified By
8/3/2016 9:51:23 PM	Type__c;Loc_Services;Notific csonsout3	
8/3/2016 9:52:52 PM	:Notification Type__c: csonsout3	
9/14/2016 6:33:03 PM	:Outage Message__c;DownTime;UpT bsoditch	

Changes: Outage Type__c: Informational
Loc_Services: AFRC-Desktop Mobile VITS;
Notification Type__c: New
Outage Summary: MSFC CORE

Quick Action

- Assign to Me
- Auto Assign
- Broadcast Incident
- Create Relationship to
- Create Related Request
- Customer's Incidents
- Incident Matching
- Process Overview
- Select Operational
- Select Product

SLM Status

- Initiator Script
- Impacted Areas
- Assignment Script
- Email System
- more
- Financials
- View Audit Log**
- Reminders

Incident ID*+

Company*+
Customer*+
Contact+

Notes

Template+
Summary*

Service*+
CI+
Target Date

Impact*
Urgency*
Priority*
Incident Type*
Reported Source

Assigned Group*+
Assignee+
Vendor
Vendor Ticket Number

Status*
Status Reason



Tips for Working with the CSONS Outage Form

- | | |
|--------|---|
| Tip #1 | It's not as complicated as you are trying to make it. |
| Tip #2 | The tool might be different, and the field names might have changed, but the process, procedures you need to follow and information you need to provide are the same. |
| Tip #3 | You must have CSONS Outage Creator permissions to send a notification. Without CSONS Outage Creator permissions you can create and save the Outage information, but you cannot send it to anyone. |
| Tip #4 | Remember that the Loc_Services selections identify the Service that is impacted by the Outage. |
| Tip #5 | Don't forget the Link_Services you select <u>define the 'audience'</u> that will receive the notification. |
| Tip #6 | When new or additional information is available you can send a Update or a Correction. |
| Tip #7 | To search for Outages, open the Incident in Search mode and either enter the Outages triggering Incident ID number into the Incident ID field, or if you do not know the Incident's ID number, click on the CSONS tab and enter whatever information you know into the Outage fields. Once you have completed you entries, click the Search button at the top left of the form. |





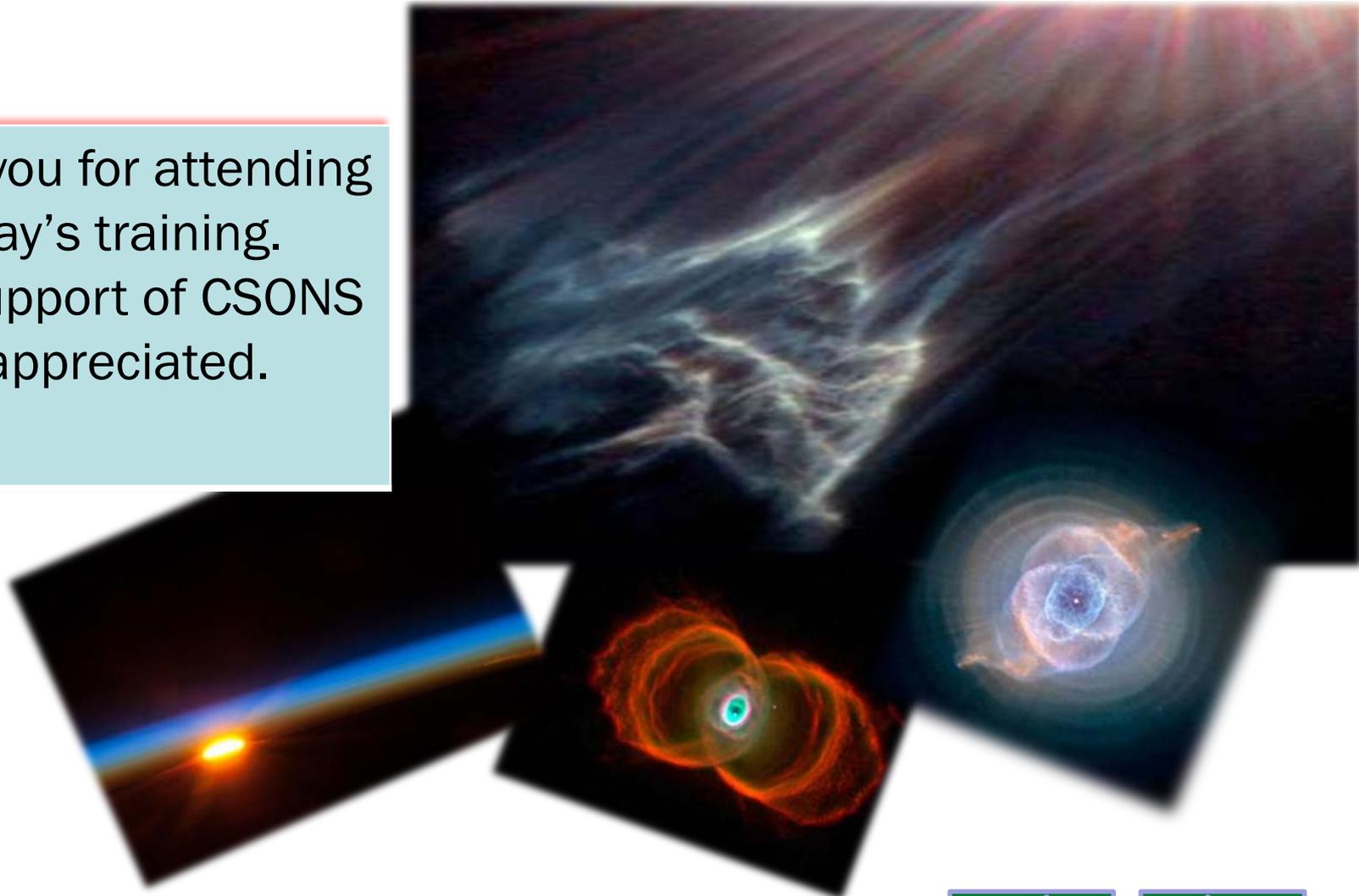
Questions, Comments or Concerns





In Conclusion...

Thank you for attending today's training. Your support of CSONS is appreciated.







BACKUP MATERIAL

- CSONS Outage Creator Permission - NAMS Registration Information





Creating Your NAMS CSONS Outage Creator Permission Request Mission

Your NAMS Requests

NAMS Type

Request Sponsor: Comer, Mark Lee [change](#)

AGCY NICS Remedy - Mission	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 01/09/2013
AGCY NICS Remedy - Corporate	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 12/18/2015
AGCY NISN AOPNS USER	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 04/12/2016
AGCY NICS Remedy - Mission	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 01/09/2013
AGCY NICS Remedy - Corporate	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 12/18/2015
AGCY NISN AOPNS USER	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 04/12/2016
AGCY NICS Remedy - Mission	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 01/09/2013
AGCY NICS Remedy - Corporate	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 12/18/2015
AGCY NISN AOPNS USER	<input type="button" value="Modify Access"/>	Close Access	Recommend	Provisioned 04/12/2016

Step 1: From your 'Current Access' list, locate 'AGCY NICS Remedy - Mission'.

Step 2: Click the 'Modify Access' button. The AGCY NICS Remedy - Mission registration form displays.





Creating Your NAMS CSONS Outage Creator Permission Request Mission (continued)

With NAMS open on your screen:

Requester Soditch, Barbara Jean

Sponsor Comer, Mark Lee

Urgency ⓘ

- Normal
- Priority
- Emergency

*** Business Justification** ⓘ

Needed to create outage notifications for my area

Step 3: Select the Urgency associated with the processing of your CSONS Outage Creator modification.

Step 4: Enter information to define why you need to have CSONS Outage Creator permission .



Creating Your NAMS CSONS Outage Creator Permission Request Mission (continued)

AGCY NICS Remedy - Mission

C/SO/NICS Remedy ITSM - Mission NITSM. This application includes access to Incident and Problem Management, Change Management, and Asset Management. It also includes access requests for other specific roles such as NPAM, SSP Admin, and Yurbi reporting in support of Mission services in NITSM.

Step 5: Scroll to the bottom of the AGCY NICS Remedy registration form. In the 'NITSM Role(s)' field, click the 2 orange arrows to open the NITSM Roles menu.

Step 6: In the menu's 'Filter' field, enter 'CSONS'. A list of CSONS options displays. From the displayed list, select 'CSONS Outage Creator'. A check mark displays in the box on the left of the role, and the CSONS Outage Creator option populates the NITSM Roles field.

Step 7: Click the 'Submit Modification' button to submit your request.

The screenshot shows a 'Mission NITSM Role' dropdown menu. The current selection is 'Support Tech'. Below the dropdown, it says '1 of 21 selected'. To the right, a search filter is set to 'CSONS', and a list of roles is displayed with 'CSONS Outage Creator' selected and checked. A red arrow points from the selected role in the list to the updated dropdown menu below, which now shows 'CSONS Outage Cre...' and 'Support Tech'.

The screenshot shows three buttons: 'Submit Modification' (highlighted with a blue border), 'Save for Later', and 'Clear Changes'.



Creating Your NAMS CSONS Outage Creator Permission Request Mission (continued)

Your modified NITSM registration will be processed, and you will receive an email confirmation of your submission

In Process

Modifying: AGCY NICS Remedy - Mission

View Request Cancel Request Recommend

Requested by
Soditch, Barbara Jean
08/26/2016

Sponsor Approval
Required by
09/11/2016

Approval 1

Approval 2

Provisioning

Approval Details
Waiting on Sponsor Approval—Required by 09/11/2016

The standard NAMS approval requirements apply to the addition of addition of CSONS Outage Creator permissions.

Example Confirmation email.

Barbara,

You submitted a Modify request for **AGCY NICS Remedy - Mission** on your behalf on 08/26/2016. To check the status of this request, please login into the [NASA Access Management System \(NAMS\)](#).

If you are not familiar with NAMS, please visit [NAMS instructions](#) for more information.

If you have questions regarding this request, contact the NASA Information Support Center (NISC) by phone at (866) 419-6297 or by email MSFC-DL-HelpdeskMSFC@mail.nasa.gov

This is an automatic system notification. Please do not reply to it.

NASA internal links are secure and accessible through VPN or NDC credentials.

