

# Service Availability Category View

## Before Refresh

Hard to process quickly  
No grouping of options

**Data Communications Company**  
Self-Service Interface

**My Profile**  
Corp02 Orgadmin2

**Planning & Diagnostics**  
Rollout and diagnostic tools

**Service Management**  
Service Management Functions

**Service Availability**  
View current status and issues

**Reporting**  
View and download reports

**Help & Support**  
Documentation and assistance

**Search**  
Quickly locate content

Content > Service Availability

< **Service Availability**

This is the Service Availability category

Title ▲

- ☐ DCC Service Alerts
- ☐ DCC Service Status Dashboard
- ☐ Forward Schedule of Change

Wasted opportunity to deliver  
more useful information

# Service Availability Category View

## After Refresh - Benefits

Simplified Navigation Categories

The screenshot displays the 'Service Availability' dashboard for the Data Communications Company. The top navigation bar includes links for 'Service Availability', 'Tickets', 'Diagnostics', 'Reporting', and 'Knowledge'. The main content area is divided into several sections:

- Service Status:** A section with a green status icon and a description: 'View the known status of DCC services through an automated dashboard and visibility of DCC Service Alerts with detail on specific operational issues'. It includes links for 'SERVICE STATUS DASHBOARD' and 'DCC SERVICE ALERTS'.
- Forward Schedule of Change:** A section with a calendar icon and a description: 'The Forward Schedule of Change publishes details of events around the DCC ecosystem. You can browse a calendar of upcoming events or search for something specific.' It includes links for 'LIST VIEW' and 'CALENDAR VIEW'.
- Trending In Service Availability:** A list of trending items with icons, titles, dates, and statuses, each with a right-pointing arrow:
  - January Service Upgrade:** 25/01/19 20:00 (for 6 hours)
  - February Service Upgrade:** 27/02/19 20:00 (for 6 hours)
  - CSP Gateway – North Region:** Amber / Degraded
  - DCCKI Certificate Authority:** Red / Down

Callouts highlight the following benefits:

- Simplified Navigation Categories:** Points to the top navigation bar.
- Quick Links for Search, Notifications and Profile:** Points to the search, notifications, and user profile icons in the top right.
- Trending items within category surface currently occurring events and statuses that the user is most likely to be impacted by:** Points to the 'Trending In Service Availability' list.
- Navigation options clearer, more graphical, and logically grouped:** Points to the 'LIST VIEW' and 'CALENDAR VIEW' options in the 'Forward Schedule of Change' section.

# Forward Schedule of Change List View

## Before Refresh

Filters confusing and contradictory

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Quickly locate content

Content > Service Availability > Forward Schedule of Change

List ViewCalendar View

**Forward Schedule of Change**

Add Bookmark

Event Type  
-- Any Event Type --

Release/Change Type  
-- Any Release/Change Type --

Impact Severity  
-- Any Impact Severity --

Postcode

Start Date  
06/06/2019

End Date  
06/12/2019

Clear Form

Search

Planned Start Date/Time	Planned End Date/Time	Event Type	Release/Change Type	Impact Severity	Geographic Impact	Notes	
05/06/19 01:00	06/06/19 00:59	Scheduled Maintenance	Unknown	Severity 4		TEST -	Full Details
06/06/19 01:00	07/06/19 00:59	Scheduled Maintenance	Unknown	Severity 4		TEST -	Full Details
07/06/19 01:00	08/06/19 00:59	Scheduled Maintenance	Unknown	Severity 4		TEST -	Full Details
08/06/19 01:00	09/06/19 00:59	Scheduled Maintenance	Unknown	Severity 4		TEST -	Full Details
09/06/19 01:00	10/06/19 00:59	Scheduled Maintenance	Unknown	Severity 4		TEST -	Full Details

Information hard to parse



# Forward Schedule of Change List View

## After Refresh - Benefits

The screenshot displays the 'Forward Schedule of Change List View' interface for the Data Communications Company. The interface is divided into several sections:

- Header:** Features the Data Communications Company logo and navigation links: Service Availability, Tickets, Diagnostics, Reporting, and Knowledge.
- Breadcrumbs:** Service Availability > Forward Schedule of Change > Change List
- Change List Section:** Includes a 'Change List' title with a star icon, a 'SORT BY: Date' dropdown, and a 'Download' button.
- Filter Panel:** Located on the left, it includes filters for Risk Level (Any Risk Level), Event Type (All events), From Date (01/01/2019), and To Date (01/01/2019). It also has 'RESET FILTERS' and 'APPLY FILTERS' buttons.
- Change List Items:** A list of changes with details including risk level, category, title, date, and description.

Key features highlighted by callouts:

- Sorting and download options clear and prominent:** Points to the 'SORT BY: Date' dropdown and the 'Download' button.
- Colour coded risk and categorisation tags allow events to be easily assessed at a glance:** Points to the 'Low Risk' and 'Change Restriction' tags for the 'Christmas Change Freeze' item.
- Panel based layout, makes taking in details of the change easier:** Points to the 'Medium Risk' and 'Planned Maintenance' tags for the 'Software Deployment - SSI/SSMI' item.
- Simplified and improved filtering options:** Points to the 'APPLY FILTERS' button in the filter panel.
- Submission and navigation controls located closely and most important controls emphasised:** Points to the 'SWITCH TO CALENDAR VIEW >>' and '<< BACK TO CHANGE LIST' buttons at the bottom.

Risk Level	Category	Title	Date	Description
Low Risk	Change Restriction	Christmas Change Freeze	20/12/2018 20:00 (for 30 days)	No scheduled maintenance activities are allowed in this period running from late December to late January in order to protect the management of the service over the Christmas period. Staffing levels are reduced across all functions.
Medium Risk	Planned Maintenance	Software Deployment - SSI/SSMI	01/01/2019 20:00 (for 6 hours)	Routine software patching of the platform that should have only a momentary service disruption of 30 seconds within the scheduled change window.
Medium Risk	Planned Maintenance	Software Deployment - Remedy	01/01/2019 20:00 (for 6 hours)	This Remedy deployment adds new functionality to the Incident module. New status values will be added which will take immediate effect. DCC Service Users should ensure that their training materials are up to date.
High Risk	Planned Maintenance	Software Deployment - CSP Management Gateway		

# Forward Schedule of Change Detail View

## Before Refresh

Very little useful information

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Quickly locate content

Content Service Availability Forward Schedule of Change

< Event 000000000001719

Add Bookmark

Please see below the details for your chosen event.

Event Reference	000000000001719
Planned Start Date & Time	07/02/2017 22:00:00
Planned End Date & Time	07/02/2017 23:00:00
Event Notes	TEST -
Event Type	Scheduled Maintenance
CSP Region	United Kingdom
Impact Severity	Severity 4
Geographic Impact	

Not grouped or easy to read



# Service Availability Change Detail View

## After Refresh - Benefits

Build a watch list to be notified of changes that you care about

The screenshot displays the 'Service Availability Change Detail View' for a 'Christmas Change Freeze'. The interface features a purple header with the 'Data Communications Company' logo and navigation links for 'Service Availability', 'Tickets', 'Diagnostics', 'Reporting', and 'Knowledge'. The breadcrumb trail shows 'Service Availability > Forward Schedule of Change > Change Detail'. The main title is 'Christmas Change Freeze', accompanied by a 'FOLLOW' button. The layout is organized into several sections: 'Timing' (Scheduled Start: 20/12/2018 00:00:00, Scheduled End: 20/01/2019 23:59:59), 'Service Impact' (Service: DSP Core Services, Risk Level: 5 Low Risk, Impact: 3 (Moderate/Limited), Regions: North / Central / South), 'Change Details' (Event ID: CHG000000001234, Description: No scheduled maintenance activities are allowed in this period running from late December to late January in order to protect the management of the service over the Christmas period when staffing levels are reduced across all functions, Status: Scheduled), and 'Update History' (listing updates by Bob Smith and Eric Jones). A 'Related Items' section at the bottom lists 'Jan Service Upgrade' and 'Feb Service Upgrade'. Red lines connect specific UI elements to callout boxes explaining their benefits.

**Timing**

**Scheduled Start**  
20/12/2018 00:00:00

**Scheduled End**  
20/01/2019 23:59:59

**Service Impact**

Service  
**DSP Core Services**

Risk Level  
**5 Low Risk**

Impact  
**3 (Moderate/Limited)**

Regions  
**North / Central / South**

**Change Details**

Event ID  
**CHG000000001234**

Description  
No scheduled maintenance activities are allowed in this period running from late December to late January in order to protect the management of the service over the Christmas period when staffing levels are reduced across all functions.

Status  
**Scheduled**

**Update History**

**Bob Smith** DCC 29/11/2018 13:37  
This change has been accepted and approved for publication to industry. For any queries about the impact on your organisation, please contact the service desk.

**Eric Jones** DCC 27/11/2018 09:22  
Discussion has taken place with Service Providers about an agreed and shared schedule for the freeze. Preliminarily agreed pending final approval.

**Bob Smith** DCC 03/10/2018 13:37  
This change has been accepted and approved for publication to industry. For any queries about the impact on your organisation, please contact the service desk.

**Related Items**

**Jan Service Upgrade**  
25/01/19 20:00 (for 6 hours)

**Feb Service Upgrade**

FOLLOW

Intuitive and easy to distinguish icons

Critical information always visible. Other information in expandable sections that remember previous activity

Information grouped into logical areas for easier scanning

Clarity about who is providing updates

Links to related changes, problems, incidents and CIs

# Forward Schedule of Change Calendar View

## Before Refresh

Filtering options contradictory  
and not easy to use

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Search  
Quickly locate content

Content Service Availability Forward Schedule of Change

List View **Calendar View**

**< Forward Schedule of Change** **Add Bookmark**

Event Type  
-- Select Event Type --

Postcode

Impact Severity  
-- Select Impact Severity --

Release/Change Type  
-- Select Release/Change Type --

Clear Form

Search

< May 2019

June 2019

July 2019 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					Scheduled Maintenance: 1 1	Scheduled Maintenance: 1 2
Scheduled Maintenance: 1 3	Scheduled Maintenance: 1 4	Scheduled Maintenance: 1 5	Scheduled Maintenance: 1 6	Scheduled Maintenance: 1 7	Scheduled Maintenance: 1 8	Scheduled Maintenance: 1 9
Scheduled Maintenance: 1 10	Scheduled Maintenance: 1 11	Scheduled Maintenance: 1 12	Scheduled Maintenance: 1 13	Scheduled Maintenance: 1 14	Scheduled Maintenance: 1 15	Scheduled Maintenance: 1 16
Scheduled Maintenance: 1 17	Scheduled Maintenance: 1 18	Scheduled Maintenance: 1 19	Scheduled Maintenance: 1 20	Scheduled Maintenance: 1 21	Scheduled Maintenance: 1 22	Scheduled Maintenance: 1 23
Scheduled Maintenance: 1 24	Scheduled Maintenance: 1 25	Scheduled Maintenance: 1 26	Scheduled Maintenance: 1 27	Scheduled Maintenance: 1 28	Scheduled Maintenance: 1 29	Scheduled Maintenance: 1 30

Little information  
provided, and hard to  
take in



# Forward Schedule of Change Calendar View

## After Refresh - Benefits

The screenshot displays the 'Forward Schedule of Change Calendar View' for January 2019. The interface includes a top navigation bar with links to Service Availability, Tickets, Diagnostics, Reporting, and Knowledge. The main content area shows a calendar grid with events represented by colored bars and background shading. A left sidebar contains filter options for Risk Level, Event Type, Text Filter, and Display Options. A hover tooltip for the 'Routine Maintenance of Network' event on January 17th provides detailed information about the event.

**Filter options combine key and easy selection**

**Indication for each event of risk and type by colour bars and backgrounds**

**Events span days**

**Risk heat map option shows the highest risk present for the day's background**

**Hover for more event details**

**Display options make the calendar multi-purpose**

**Service Availability > Forward Schedule of Change > Change List**

### Change Calendar

**Risk Level**

- ☒ High Risk
- ☒ Medium Risk
- ☒ Low Risk

**Event Type**

- ☐ Change Restriction
- ☒ Scheduled Change
- ☒ Planned Maintenance
- ☐ Unplanned Maintenance
- ☐ BCDR Testing
- ☐ Major Release

**Text Filter**

Event Title

**Display Options**

- ☒ Show Individual Events
- ☒ Show Daily Heat Map

**RESET FILTERS**

**APPLY FILTERS**

**SWITCH TO LIST VIEW >>**

### JANUARY 2019

29	30	1	2	3	4
		Upgrade Outage Window SSI/SSMI Upgrade Remedy Upgrade	CSP Management Gateway Up... Reporting System Upgrade Monitoring... Enterprise...		
6	7	8	9	10	11
13	14	15	16	17	18
20	21	22	23	24	
27	28	29	30	1	2

**Low Risk** **Planned Maintenance**

#### Routine Maintenance of Network

🕒 17/01/2019 20:00 (for 6 hours)

Network switch maintenance will be carried out as a rolling upgrade, so there is no anticipated impact on Service Users.