

sept. | 13

User documentation Alinto Live!

SLA standard

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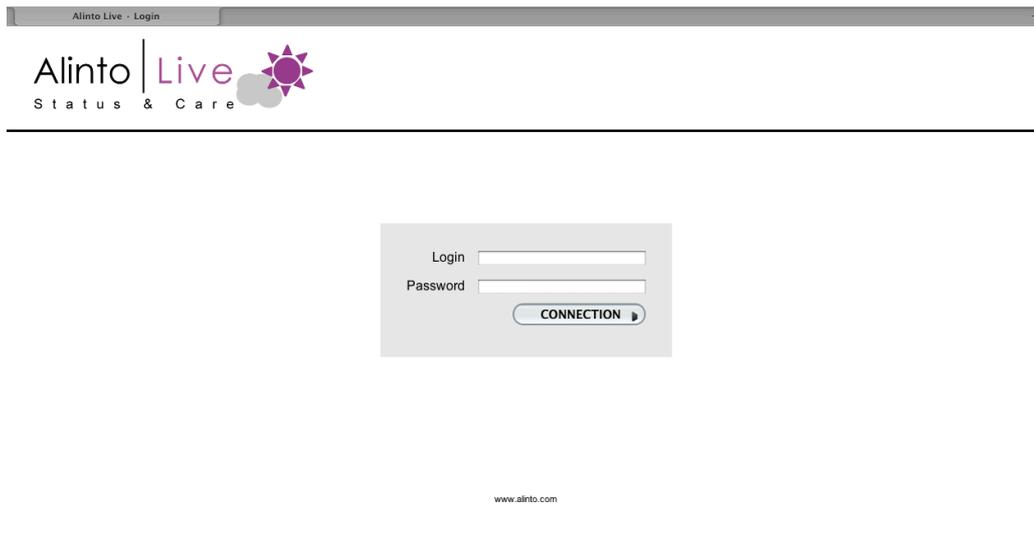
1 Introduction

The Alinto Live ! website brings a real-time tracking of Alinto's subscribed services. With SLA Standard, platform' status as well as Alinto's comments are available.

2 Alinto Live !

URL:

<https://live.alinto.net>



Alinto Live - Login

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Login

Password

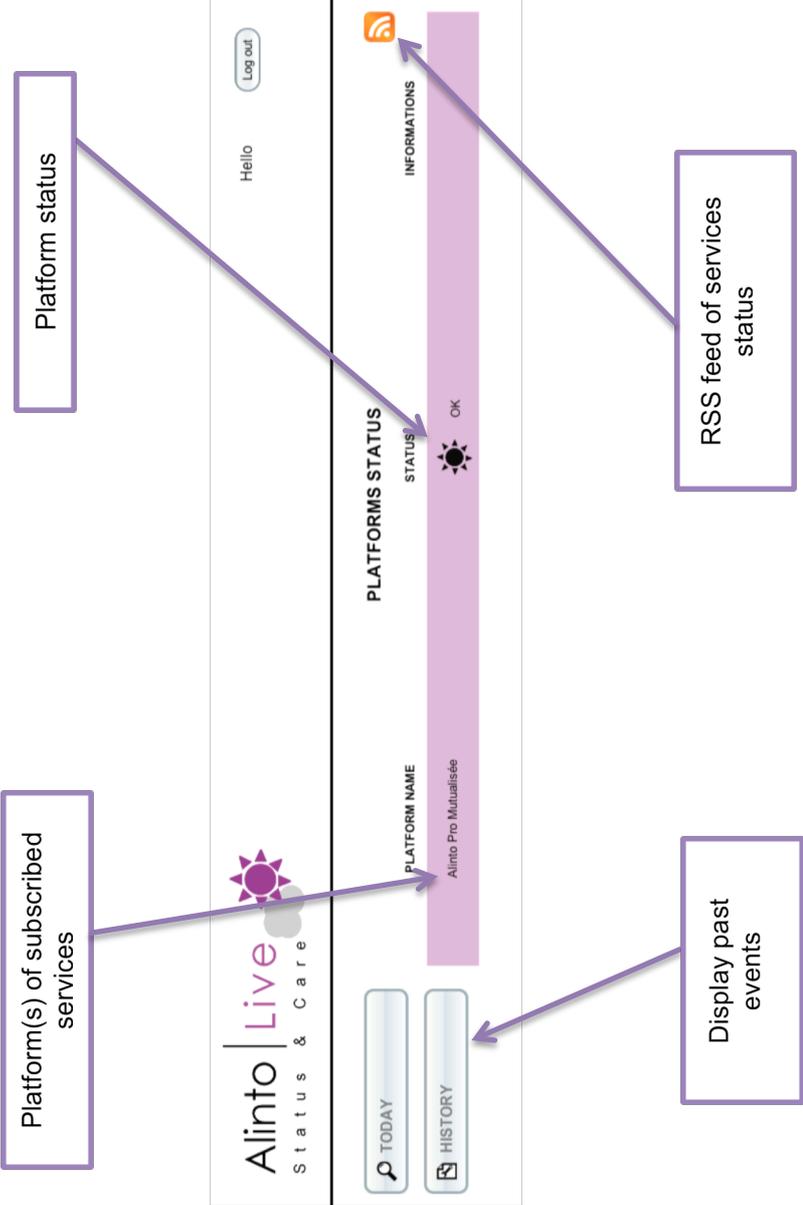
CONNECTION ▶

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Figure 1 Login page Alinto Live!

- * Enter login and password provided by Alinto during the subscription process
- * Click on CONNECTION button

3 The Alinto Live ! main page



In standard use, if the user clicks on one of his platform, he will get all the last status updates of the selected platform with associated comments.

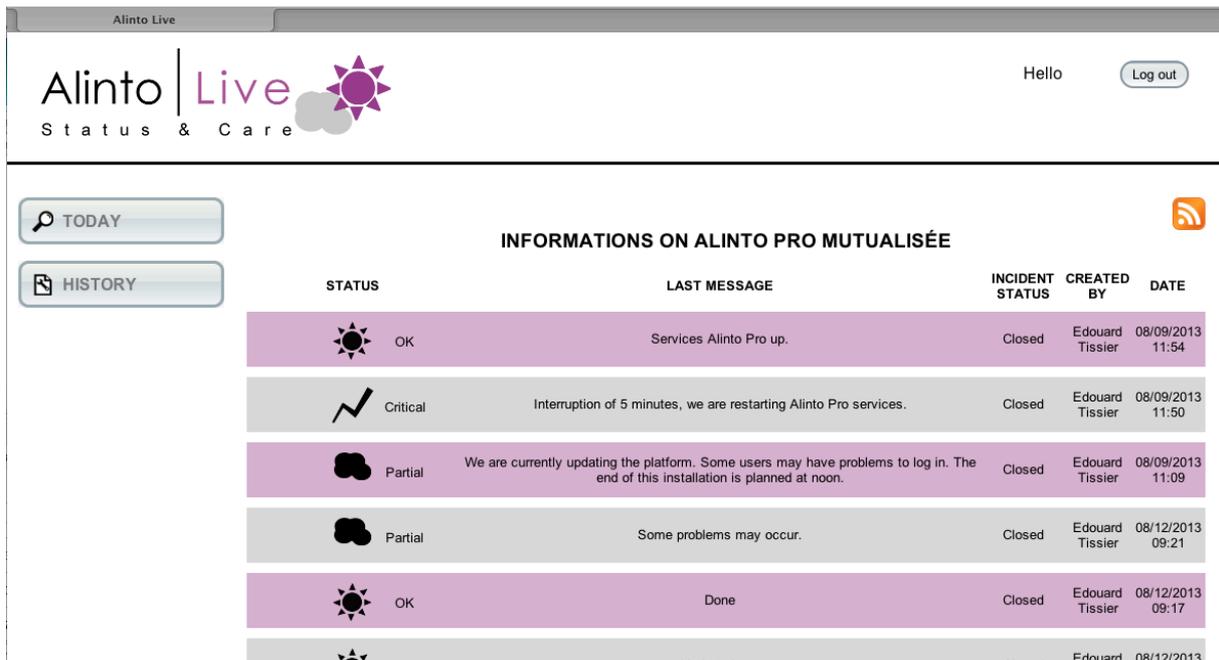


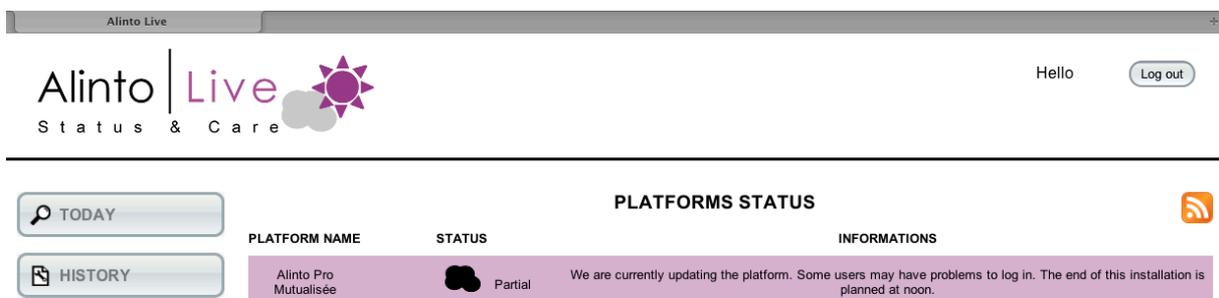
Figure 2 Last updates on a platform

3.1 Running incidents

When an event appears on a platform, it may be pictured in a 3 different ways:

 OK	Platform is running properly
 Partial	Partial working – <i>an incident is running</i> Random and non-working problems may appear on the platform. Exploitation team is currently working on it.
 Critical	Critical working – <i>an incident is running</i> Platform is in a critical state and non-operational.

An incident is running means that exploitation team are working on his resolution. When a platform's stat is changed, Alinto exploitation team adds a comment. This comment is displayed on the main page up to the end if the incident.



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PLATFORMS STATUS

TODAY HISTORY

PLATFORM NAME	STATUS	INFORMATIONS
Alinto Pro Mutualisée	Critical	Interruption of 5 minutes, we are restarting Alinto Pro services.

When an incident is running, by clicking on a platform, user gets updates and comments on the current incident:

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INFORMATIONS ON INCIDENT

TODAY HISTORY

Current state : OK
 Current duration : 48mn
 Opened on : 08/09/2013 11:06
 Close : 08/09/2013 11:54
 Opened by :
 Closed by :
 Impacted platforms : Alinto Pro Mutualisée

MESSAGE TIME	CREATED BY	MESSAGE STATUS	MESSAGE
08/09/2013 11:54		OK	Services Alinto Pro up.
08/09/2013 11:50		Critical	Interruption of 5 minutes, we are restarting Alinto Pro services.
08/09/2013 11:09		Partial	We are currently updating the platform. Some users may have problems to log in. The end of this installation is planned at noon.

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3.2 Historical incidents of the platform

By clicking on history button:



Each incident is displayed:

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TODAY HISTORY

START	END	DURATION	INCIDENT STATUS	STATUS	PLATFORMS	LAST MESSAGE
08/12/2013 09:04	08/12/2013 09:17	13mn	Closed	OK	Alinto Pro Mutualisée	Done
08/09/2013 11:06	08/09/2013 11:54	48mn	Closed	OK	Alinto Pro Mutualisée	Services Alinto Pro up.

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User may click on a particular incident and get more information on it:

[TODAY](#)
[HISTORY](#)
INFORMATIONS ON INCIDENT

Current state : OK
 Current duration : 48mn
 Opened on : 08/09/2013 11:06
 Close : 08/09/2013 11:54
 Opened by :
 Closed by :
 Impacted platforms : Alinto Pro Mutualisée

MESSAGE TIME	CREATED BY	MESSAGE STATUS	MESSAGE
08/09/2013 11:54		 OK	Services Alinto Pro up.
08/09/2013 11:50		 Critical	Interruption of 5 minutes, we are restarting Alinto Pro services.
08/09/2013 11:09		 Partial	We are currently updating the platform. Some users may have problems to log in. The end of this installation is planned at noon.

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