



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

MHHS ADO Training Guide

Environment Downtime

#1 Environment Downtime Form

Document Type - External

October 2024

MHHS Programme – Environment Downtime Form

Change Record

Date	Author(s)	Version	Change Detail
22/09/2023	Dean Bailey	0.1	Initial draft
06/10/2023	Dean Bailey	1.0	Updates following SRO review
07/03/2024	Sreeja Dutta	1.1	Updates in the form layout
26/09/2024	Sreeja Dutta	1.2	Clarified the unplanned outage process. Updated reviewers
02/10/2024	Sreeja Dutta	2.0	Updates following SRO review

Reviewers

Reviewer	Role	Version
Heath Thomas	LDP SI Test Support Manager	1.2, 2.0
Nicola Farley	MHHS Qualification Manager	1.0
Kiran Raj	MHHS SIT Functional Test Lead	1.0, 1.2, 2.0

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Document References

Ref no.	Document name	Published
MHHS-DEL1704	MHHS ADO Training Guide #3 Raising a Defect in ADO	03/10/2024
MHHS-DEL1705	MHHS ADO Training Guide #1 Release Management Form	03/10/2024
MHHS-DEL1706	MHHS ADO Training Guide #1 Executing Test in ADO	03/10/2024
MHHS-DEL1703	MHHS ADO Training Guide #2 Defect Status Overview	03/10/2024
MHHS-DEL1707	MHHS ADO Training Guide #1 Creating Queries and Dashboards in ADO	06/10/2023
MHHS-DEL1736	MHHS ADO Training Guide #1 Environments Downtime Form	03/10/2024
MHHS-DEL 1701	MHHS ADO Training Guide #1 Permissions and Access Requests	03/10/2024
MHHS-DEL1796	Defect and Release Management Lifecycle diagram	03/10/2024

MHHS Programme – Environment Downtime Form

To track any planned (or unplanned) environment downtime, a new Work Item has been created within ADO and can be accessed via the Work Items menu.

Note

When a new form is raised, the following fields will not be available for entry. These will be completed following review:

- Downtime Approved
- Actual Outage start time
- Actual Outage end time

This form is not to be used in conjunction with the Release Management form and is only to be used for events such as environment maintenance or in circumstances where any unplanned outage happened in any environment.

- Notifications will be automatically sent to the raiser once any planned downtime has been approved or rejected in ADO.
- For the unplanned outage requests, the SI Environment Manager will review the form once it is raised and approve it. The raiser will receive that notification. And then the impact and correct messaging will be communicated programme wide referring to the ADO ticket by SI Environment Manager.

It is the SI Environment Manager's responsibility to populate the below fields when closing the work item

- Actual Outage Start Time
- Actual Outage End Time

MHHS Programme – Environment Downtime Form

1. When loading the Environments Downtime form, the 'Name of raiser' field will automatically populate.
2. When all information under the 'Details' section and mandatory ones in 'Outage Time' has been entered, the user can save and submit the request by clicking on the 'Save & Close' button, found in the top right-hand corner of the screen.

NEW ENVIRONMENTS DOWNTIME *

Demo Material

Sreeja Dutta (MHHSProgramme) 0 comments Add tag

State Proposed Area MHHS Demo

Reason Moved to state Prop... Iteration MHHS Demo

Details

Raising Organisation
Avanade (DIP)
Participant Organisation Name

Raiser
Sreeja Dutta (MHHSProgramme) <sreeja.dutta@mhhsprogramme.co.uk>

Outage type
Planned

Reason for downtime
Environment maintenance

Environment
SIT - A (Functional)
More information

Approvals
Downtime approved
🔒

Outage Time

Proposed Outage start time
11/03/2024 10:00

Proposed Outage end time
11/03/2024 11:00

Actual Outage Start Time

Actual Outage End Time


Save & Close

MHHS Programme – Environment Downtime Form – Mandatory Fields

When first creating the work item, the following fields will be mandatory. This information must be provided before the request can be saved in ADO:

- Organisation
- Outage Type
- Environment
- Proposed Outage Start Time
- Proposed Outage End Time
- Reason for downtime

Note

- Mandatory fields can be identified by the  icon.
- It is the responsibility of the user raising a new form to add any relevant impacted teams and/or impacted functionality. It is expected that they also notify any impacted areas for visibility and to reduce any impact to testing and potential lost execution time.