

The details of the major incident were not clearly articulated, but whatever it is, it's already over

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When a server is taken offline, be it a planned unplanned outage or an unplanned unplanned outage or something else, the operations team send out a series of messages alerting customers to the issue. Some time ago, I received a notification that went like this:

From: Adam Smith

Subject: Nosebleed Service : Major Incident Notification – Initial

Date: mm/dd/yyyy 1:16AM

Major Incident Notification

dfdsfsd

Affected Users

fdfsdfsdf

Start: mm/dd/yyyy 12:00AM Pacific Standard Time
mm/dd/yyyy 8:00AM UTC

End: No ETA at this time.

Incident Duration: 1 hour 15 minutes

Impact

fsdfdsfsdf

Continued Notifications

fdfsdfsdf

Information & Support

Other Support: Please send questions or feedback to

Thank you,

Adam Smith

IT Major Incident Management

Well that clears things up.

Curiously, the message includes an incident duration but doesn't have an ETA. Thankfully, the message was sent one minute after the incident was over, so by the time I got it, everything was back to normal.

Raymond Chen

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