

SaaS Platform Status Page

URL: <https://statushub.mdm.stibosystems.com>

CONFIDENTIALITY LEVEL:

Public

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1 Introduction

1.1 Overview of SaaS Platform Status page.

The status page provides status for Stibo Systems SaaS platform services with a centralized platform for monitoring the health and availability of SaaS Platform services.

The primary objective of the Status page is to provide clear and flexible communication and help our customers to notify them about platform incidents and outages proactively.

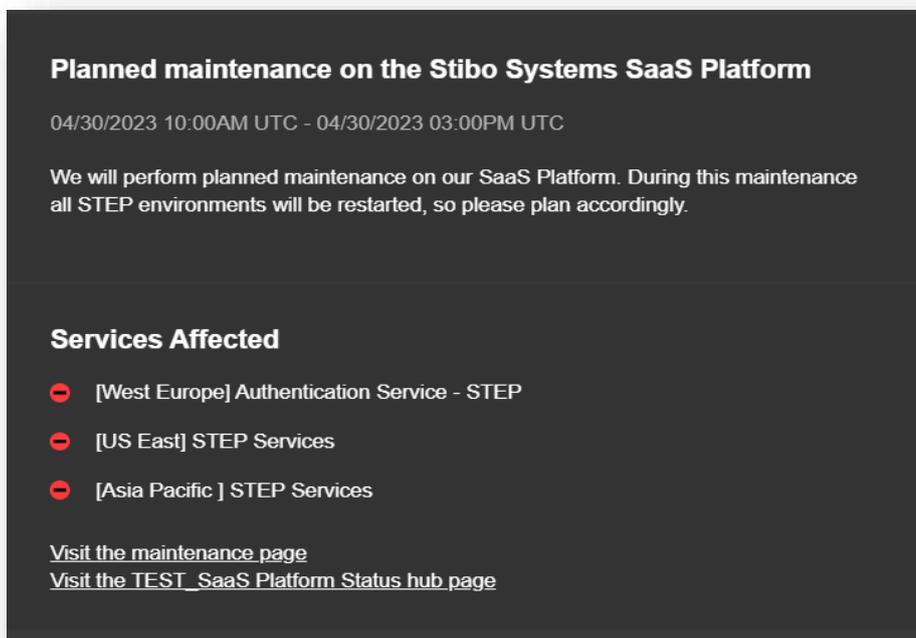
This includes real-time status updates, notifications, and messaging to keep our customers informed and reduce confusion during incidents.

The tool helps our customers maintain transparency by providing an accurate and up-to-date view of the status of SaaS platform services, allowing them to respond more quickly and effectively to incidents.

1.2 Real-time communication during incidents and outages

As soon as a service interruption or incident is reported, the status page is updated in real time and email notifications are sent automatically to all the subscribed users.

Here is a sample representation of an email message that you will receive from noreply@cloudmail.stibo.com

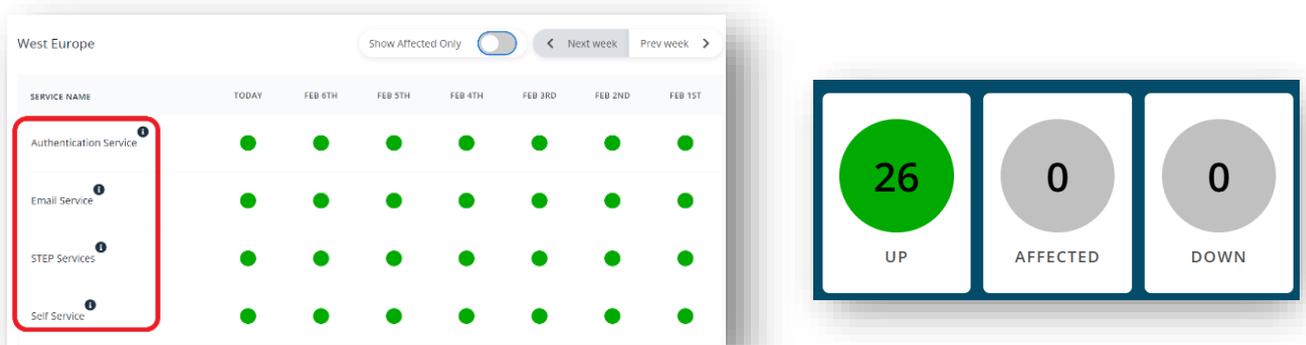


2 Dashboard Overview

2.1 Overview

The dashboard offers a comprehensive overview of all configured SaaS platform services. The number 26 indicates the total services listed on the status page, with a breakdown visible across 3 regions if you scroll down.

Example -



Up services: Services that are currently operating normally and are available for use. These services are not experiencing any issues and are functioning as intended.

Affected services: Services that are currently experiencing issues and may not be functioning as expected. These services may not function normally, but they are still available.

Down services: Services that are currently unavailable and not functioning at all. These services are not operating normally and users cannot access or use them. The reasons for a service outage may vary and may include technical issues, maintenance work or unexpected outages.

Example -



2.2 Notifications

Notifications tab will be updated immediately for any incidents, outages, planned or unplanned activities that occur throughout the day and an email will be simultaneously sent to all subscribed users.

When a service goes from **"Up"** to **"Affected"** or **"Down"**. They can also be used to provide updates on the progress of resolving issues or to inform users about planned maintenance work.

In Status Page, users can typically subscribe to notifications for specific services or for all services. This allows users to receive relevant updates for them and stay up to date on the status of the services they depend on.

Example -

Notifications

 [Website is down](#)

 Investigating, 02/07/2023 02:33PM UTC

We are investigating this and we will post an update as soon as we know more.
We are sorry for any inconvenience caused.

Affected Services  AFFECTED - 1  DOWN - 1

 [Planned maintenance on the Stibo Systems SaaS Platform](#)

02/07/2023 01:40PM UTC - 02/07/2023 02:40PM UTC

Dear customer,

We will perform planned maintenance on our SaaS Platform. During this maintenance all STEP environments will be restarted, so please plan accordingly.

... [show more](#)

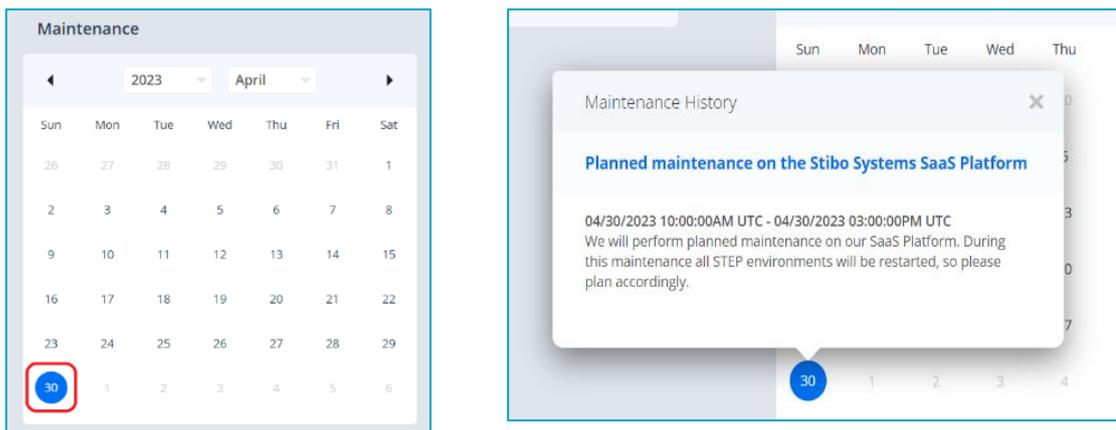
Affected Services  DOWN - 1

2.3 Maintenance

Maintenance page that informs users that the service is temporarily unavailable due to scheduled or unscheduled maintenance work. This page is usually displayed when the service is undergoing maintenance or experiencing technical difficulties. The purpose of a maintenance page is to keep users informed about the status of the service and to provide an estimated time for the service to be restored.

If there is maintenance, this will be indicated with a blue icon in the schedule. By clicking on the date, you will be able to see the service history for that day. For more information, click on the blue maintenance label.

Example -



[Status Page](#) > Planned maintenance on the Stibo Systems SaaS Platform

12
UP
0
AFFECTED
0
DOWN

Planned maintenance on the Stibo Systems SaaS Platform

Start:
04/30/2023 10:00:00AM UTC

End:
04/30/2023 03:00:00PM UTC

We will perform planned maintenance on our SaaS Platform. During this maintenance all STEP environments will be restarted, so please plan accordingly.

- - -

Authentication Service - STEP - Down

STEP Services - Down

STEP Services - Down

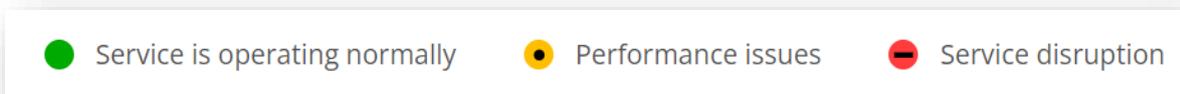
2.4 Service History

Service history is used to track and analyze past incidents and outages, with the goal of improving incident response processes, identifying patterns and trends, and reducing the likelihood of future incidents. It typically includes the following information:

- **Date and time** the incident or outage occurred.
- **Type of incident** such as a network outage, or hardware failure.
- **Affected services:** The services or systems that were impacted by the incident or outage.
- **Duration:** The length of time the incident or outage lasted.
- **Resolution:** Details about the resolution of the incident or outage, including the root cause and the steps taken to resolve it.
- **Impact:** Information about the impact of the incident or outage, including the number of affected users or customers and any business disruptions.

The icon can be one of the three colors displayed on the dashboard that reflect the status of the incident:

- Up – **Green** - Service is operating normally
 - Affected – **Orange** - Performance issues
 - Down – **Red** - Service disruption
- Example -**



West Europe							
Show Affected Only <input checked="" type="checkbox"/>							
SERVICE NAME	TODAY	FEB 6TH	FEB 5TH	FEB 4TH	FEB 3RD	FEB 2ND	FEB 1ST
Authentication Service - STEP							
Platform Service - AKS							

US East							
Show Affected Only <input checked="" type="checkbox"/>							
SERVICE NAME	TODAY	FEB 6TH	FEB 5TH	FEB 4TH	FEB 3RD	FEB 2ND	FEB 1ST

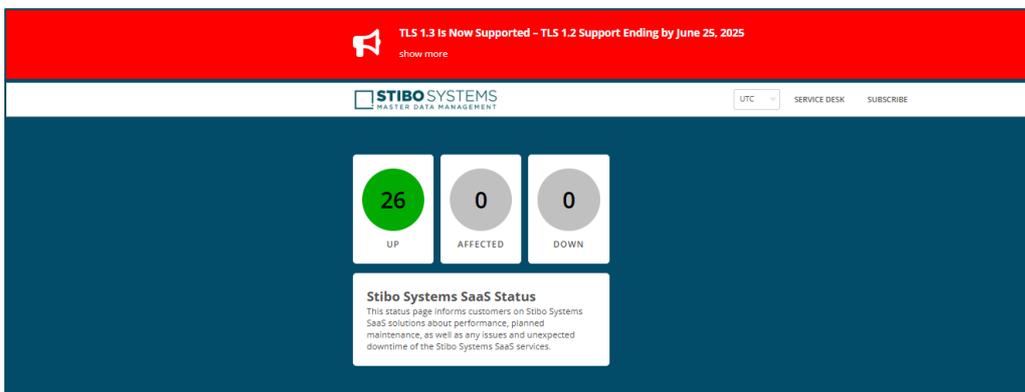
Asia Pacific							
Show Affected Only <input checked="" type="checkbox"/>							
SERVICE NAME	TODAY	FEB 6TH	FEB 5TH	FEB 4TH	FEB 3RD	FEB 2ND	FEB 1ST

2.5 Platform Alert

New feature enhancements are being gradually introduced across the platform. These updates do not impact any of the services listed on this page.

For example, in below snippet you can see “TLS 1.3 Is Now Supported – TLS 1.2 Support Ending by June 25, 2025.”

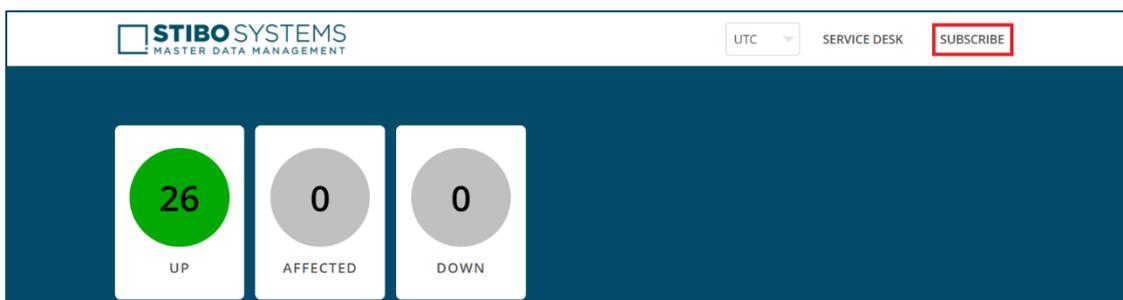
To view detailed information about such changes, click "Show more" when the message is displayed.



2.6 How do I subscribe to receive the notifications

Subscribe to specific services in a region:

1. In the upper-right corner of the dashboard, select Subscribe and then choose the email notification method.



2. Enter your email address, accept the Terms & Services, then click Next. On the Customizations page, select Selected Services.
3. On the Customizations page, you will find multiple regions listed, each comprising several services. Please select the necessary services under the respective regions according to your requirements.

Customizations
test@stibosystems.com

Notify about: All services Selected services

Filter services... Aggregate by groups

<input type="checkbox"/>	Group name	Service name
<input type="checkbox"/>	Asia	All services
<input type="checkbox"/>	Asia	Authentication Service
<input checked="" type="checkbox"/>	Asia	Email Service
<input type="checkbox"/>	Asia	Self Service
<input checked="" type="checkbox"/>	Asia	STEP Services
<input type="checkbox"/>	Asia Pacific	All services
<input type="checkbox"/>	Asia Pacific	Authentication Service
<input checked="" type="checkbox"/>	Asia Pacific	Email Service
<input checked="" type="checkbox"/>	Asia Pacific	Self Service
<input checked="" type="checkbox"/>	Asia Pacific	STEP Services

< 1 2 3 4 >

Only send me the minimum number of notifications per incident (typically first and final):

Save

4. Select Only send me the minimum number of notifications per incident to receive only the first and last alerts for each event. Click Save.

Subscribe to specific groups of services:

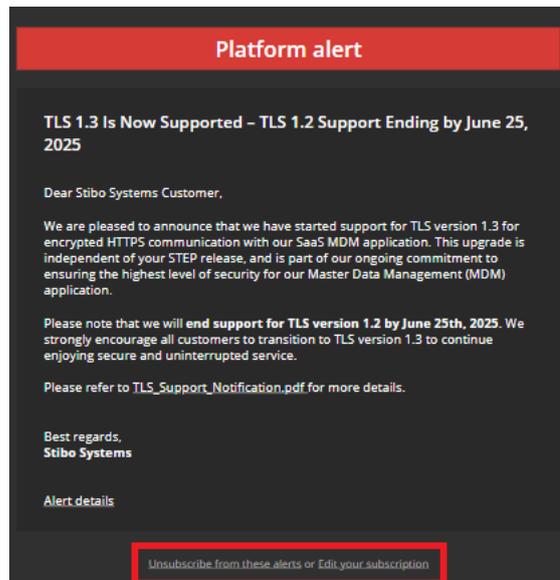
1. Click **Subscribe** in the dashboard's top-right corner and choose email notifications.
2. Enter your email, accept the Terms & Services, and click next. On the customizations page, go to Selected Services.
3. On the Customizations page, select **Selected Services** and choose the **region** where STEP services are hosted.
4. To identify the region where STEP services are hosted, visit the Self-Service Portal:
https://<company_name>.selfservice.mdm.stibosystems.com/calendar

Email notifications
To stay informed about service disruptions, upcoming maintenance windows, and other relevant information regarding our SaaS services, subscribe to email notifications here: <https://statushub.mdm.stibosystems.com/subscribers/new>. Since your SaaS environments are hosted in the United States region, you can customize your subscription to receive updates specific to that region (service group) only.

5. To receive only the initial and final notifications for each incident, select Only send me the minimum number of notifications per incident.
6. Click Save.

2.7 Unsubscribe from notifications:

1. Locate your subscription confirmation message or any previous notification like below and click on “Unsubscribe from these alerts”.



2. Depending on your subscription method, use one of the following options on the **Edit Subscriptions** page:
 - Select **Remove all subscriptions**.
 - Select **Unsubscribe**. From the **Unsubscribe methods** page, select **Remove all subscriptions**.

3 Frequently Asked Questions

- 1. Does it will show customer environments status?**
No, this is a centralized dashboard, and you are unable to see the state of a specific environment.
- 2. How SaaS Platform Status notify customers if any incident/activity triggered?**
If you are subscribed, you we will receive email whenever there is any incident.
- 3. What is the process if we want to subscribe any other users from our organization?**
Create JIRA ticket with new subscriber email ID / In future you can subscribe by yourself this will be made available.
- 4. What is the process if we want to discuss about incident?**
Create support request via service desk then Stibo Systems support team will check and revert.
- 5. What is the process if we want to unsubscribe for status page?**
Easily unsubscribe in one click from email subscriptions
- 6. Can we check previous incidents status and information in status page?**
You can view the incident history for past year by clicking on the calendar button on the status page.
- 7. What must we do if we have already subscribed to status page and still not receiving any notification?**
Create support request via service desk then Stibo Systems support team will check and revert.
- 8. What to do if incident/activity is completed successfully and still our services are impacting?**
Create support request via service desk then Stibo Systems support team will check and revert.
- 9. Can we get a list of users from our organization who have subscribed to the SaaS Platform Status Page?**
Unfortunately, this information isn't directly accessible. Please raise a support ticket, and we will provide the list for you.
- 10. How can I find out which region our STEP services are hosted in?**
You can find this information in this document under the Subscribe > Subscribe to specific groups of services
- 11. Does everyone in the organization have self-service access?**
No, self-service access is granted only upon request through a service request.
- 12. Can I change my subscription region after subscribing?**
Yes, you can. Open any recent notification email, scroll to the bottom, and click "Edit your subscription." Then select "Email Subscription" on the platform page to navigate to the Customizations page, where you can update your preferences as needed.
- 13. Where can I view past incidents or maintenance events?**
You can view them on the SaaS Platform Status Page. Go to the "Service History" section, click on the calendar, and select the desired date to see past events.



BETTER DATA.
BETTER BUSINESS.
BETTER WORLD.

Stibo Systems, the master data management company, is the trusted source of MDM. Our solutions are the driving force behind forward-thinking companies around the world that have unlocked the strategic value of their master data, empowering them to improve the customer experience, drive innovation and growth and create an essential foundation for digital transformation. We give companies the transparency they require and desire – a single, accurate view of their master data – so they can make informed decisions and achieve goals of scale, scope and ambition. Stibo Systems is a privately held subsidiary of the Stibo A/S group, founded in 1794, and is headquartered in Aarhus, Denmark. For more information, visit stibosystems.com