



# Planned Maintenance

With Planned maintenance you can:

- View all upcoming events and historical events for the last 6 months
- Filter through your tickets
- Export ticket details into a CSV file

July 2023

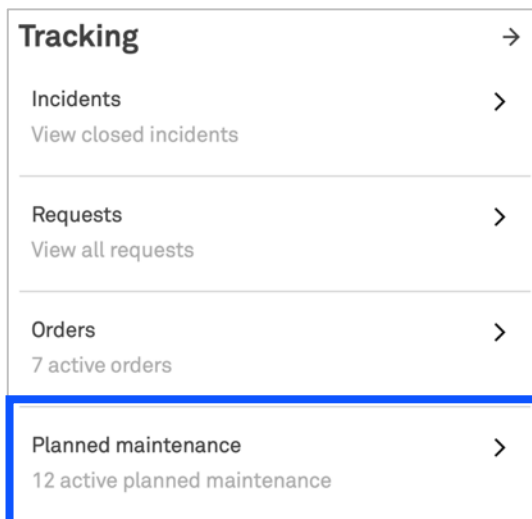


## Table of Contents

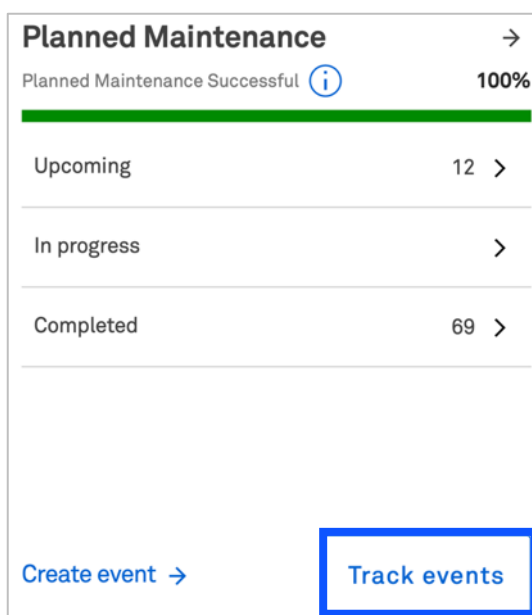
How to track and view all Planned maintenance events .....	2
How to customise Planned maintenance event view.....	4
How to download Planned maintenance events list .....	5
How to create a Planned maintenance event for my company .....	6
How to subscribe or unsubscribe for Planned and emergency maintenance email notifications .....	8

## How to track and view all Planned maintenance events

1. There are two ways by which you can access Planned maintenance events: a) via Tracking tile or b) via Planned maintenance tile
  - a. On the main dashboard, under 'Tracking' tile, select 'Planned maintenance'. Now you will see the details of all the Planned maintenance events for your managed accounts.



- b. On the main dashboard, under 'Planned maintenance' tile, you will see a high level snapshot of upcoming, in progress and completed maintenance events. Select 'Track events' and now you will see the details of all the Planned maintenance events for your managed accounts.



2. You can view a list of Planned maintenance events organised by Telstra and your company.

**Tracking**

We're making it easier for you to track your items in one place.

Incidents   Requests   Orders   Support enquiries   **Planned maintenance**

**Planned maintenance** Create event

All   **Upcoming**   In Progress   Completed   Cancelled/Withdraw/Did Not Proceed

Search  Filter  
Ticket ID (e.g. PN123443)

Company: Test Account (2) ⋮

Category	Ticket ID	Status	Company	Description	Expected impact	Planned start	Planned end
SI	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London	20 minutes outage within the change window	22 May 22 06:30	22 May 22 08:30
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30	22 May 22 02:30

3. How to view details for specific Planned maintenance ticket or view impacted service list by a Planned maintenance
  - a. One can click on the specific ticket ID (PN12XXX) to go to the respective detailed page.
  - b. Detailed page will have additional details about the change, including the service/s impacted, a detailed description, and the change timelines.
  - c. If your Planned maintenance has been completed, one can also view the completion summary as updated by our Planned maintenance team.
  - d. Print the summary of the change using the quick link.

Dashboard > Planned maintenance > #PN254206

**#PN254206** Print summary

**Summary**

- Ticket ID: PN254206
- Company Name: test eal company 2
- Category: Service Impacting - Emergency
- Status: Completed-Successful
- Planned Start: 25 Aug 21 08:40, 25 Aug 21 03:10 UTC
- Planned End: 27 Aug 21 08:40, 27 Aug 21 03:10 UTC
- Service(s) Impacted: HKG GIP 9899287, SKD GMNS 9146826

**Maintenance Details**

- Description:
  - Brief Summary: Test Ticket 3 - in progress
  - Details: Test Ticket 3 - in progress
- Expected Impact: 2
- Completion Summary: Successful

**Activity**

- 27 Aug 21**
  - Status Change** (27 Aug 21 04:10): Status has been changed to Completed from Completed-Awaiting Confirmation
- 25 Aug 21**
  - Status Change** (25 Aug 21 04:09): Status has been changed to Completed-Awaiting Confirmation from In Progress
- 25 Aug 21**
  - Status Change** (25 Aug 21 03:10): Status has been changed to In Progress from Upcoming

# How to customise Planned maintenance event view

There are multiple options to customise the Planned maintenance events view:

1. Filter, 2. Sort, 3. Search, 4. Account view.

1. In the Planned maintenance list page, you can use any of the pre built status filters: Upcoming / In progress / Completed / Cancelled or the filter option for detailed views.

The screenshot shows the 'Planned maintenance' interface. At the top, there are status filters: All, Upcoming, In Progress, Completed, and Cancelled/Withdraw/Did Not Proceed. A search bar is present with the text 'Ticket ID (e.g. PN123443)'. A 'Filter' button is highlighted. Below the filters is a 'Filter' panel with dropdowns for 'Service ID' and 'Date'. The main table lists maintenance events with columns for Category, Ticket ID, Status, Company, Description, Expected impact, and Planned start. A dropdown menu is open over the table, showing options for 'Test Account'.

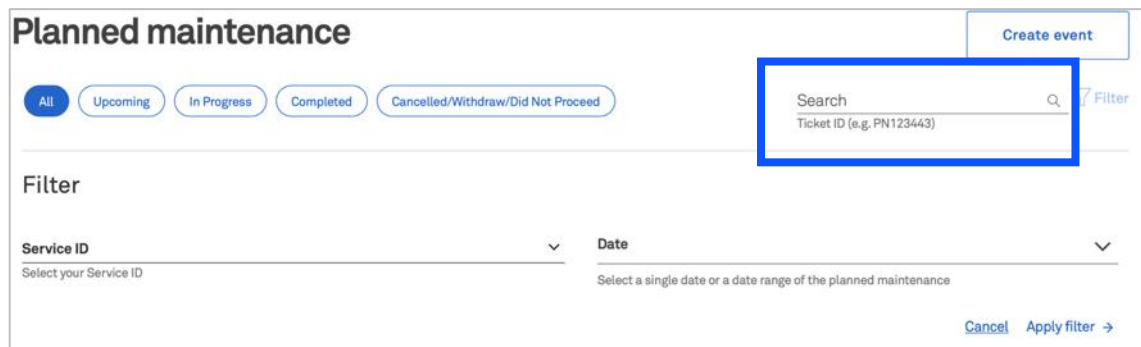
Category	Ticket ID	Status	Company	Description	Expected impact	Planned start
SI	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London	20 minutes outage within the change window	22 May 22 06:30
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30

2. In the Planned maintenance list page, you can customise the view by sorting any of the category headings: Ticket ID / Status / Planned start / Planned end.

The screenshot shows the 'Tracking' page with tabs for Incidents, Requests, Orders, Support enquiries, and Planned maintenance. The 'Planned maintenance' section is active. It features the same status filters and search bar as the previous screenshot. A 'Filter' button is highlighted. Below the filters is a 'Planned maintenance' panel with dropdowns for 'Service ID' and 'Date'. The main table lists maintenance events with columns for Category, Ticket ID, Status, Company, Description, Expected impact, Planned start, and Planned end. A dropdown menu is open over the table, showing options for 'Test Account'.

Category	Ticket ID	Status	Company	Description	Expected impact	Planned start	Planned end
SI	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London	20 minutes outage within the change window	22 May 22 06:30	22 May 22 08:30
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30	22 May 22 02:30
SI	PN264819	Upcoming	Test Account	Telstra will perform Bug correction work – Taipei	20 minutes outage within the change window	20 May 22 22:30	21 May 22 00:30

- In the Planned maintenance list page, you can search for a particular event, using the Ticket ID.

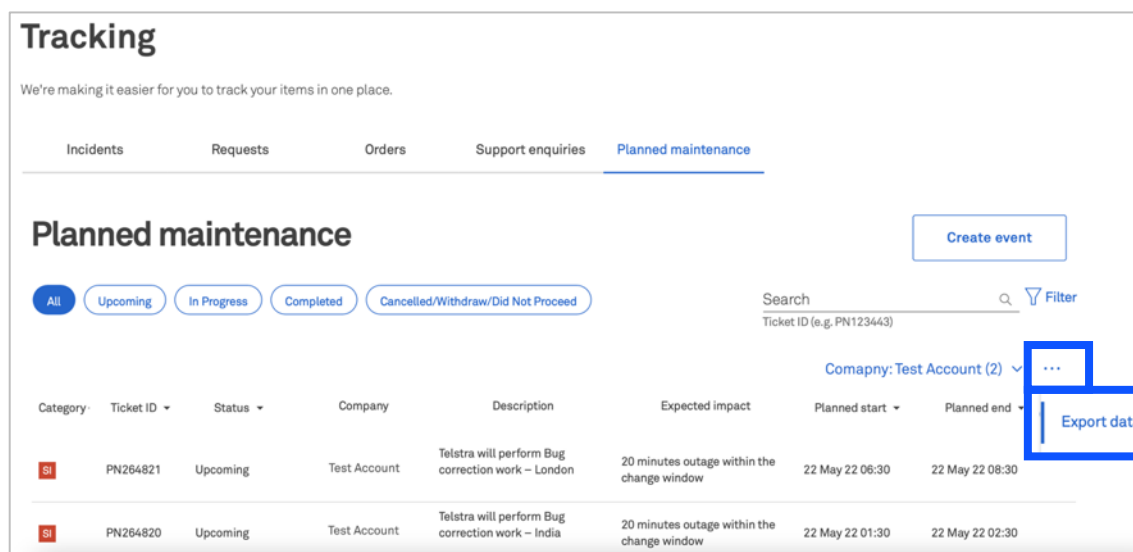


- If you have permission to access multiple accounts in Telstra Connect, you can use the 'Company' dropdown to select any or multiple accounts to view the Planned maintenance events.



## How to download Planned maintenance events list

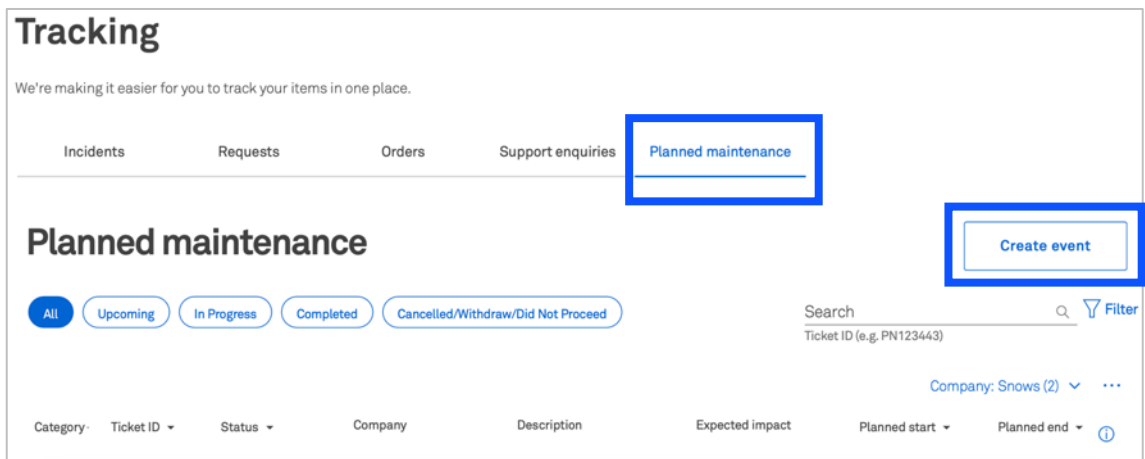
After you log in to Telstra Connect follow steps to [view all Planned maintenance events \(Page no. 2\)](#). On the Planned maintenance summary page, select the 'three dots' to 'Export data' and download the csv file. You can also apply filters and then export.



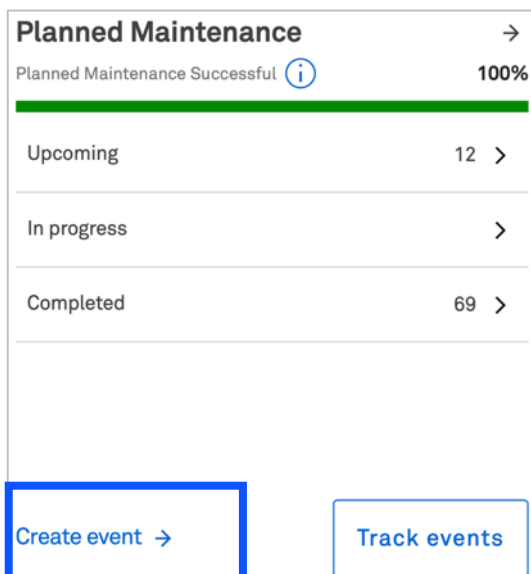
# How to create a Planned maintenance event for my company

1. There are two ways by which you can create Planned maintenance events:  
a) via 'Tracking' page or b) via 'Planned maintenance' tile

- a. On the 'Tracking' page, from 'Planned maintenance' tab, select 'Create event'.



- b. On the main dashboard, from 'Planned maintenance' tile, select 'Create event'.



2. Fill out the details and select 'Submit event'.

### Planned maintenance event

Company: test sal company 2 ▼

**Briefly describe the event**

e.g. Software upgrade activity for the Sydney office DNS server

**Details**

Tell us more about the planned maintenance event

**Time format** ⓘ

Local Time

UTC Time

**Planned Start** ▼

Select your planned start

**Planned End** ▼

Select your planned end

**Expected Impact**

Tell us more about the net downtime or any other impact. (50 characters max)

**Service ID** ▼


Select your Service ID

[Back](#) [Submit event →](#)

3. Your Planned maintenance event has now been submitted. You can track the event through the event number and you will also receive an email when the case is created.

### Planned maintenance event submitted

Ticket ID [PN255920](#)



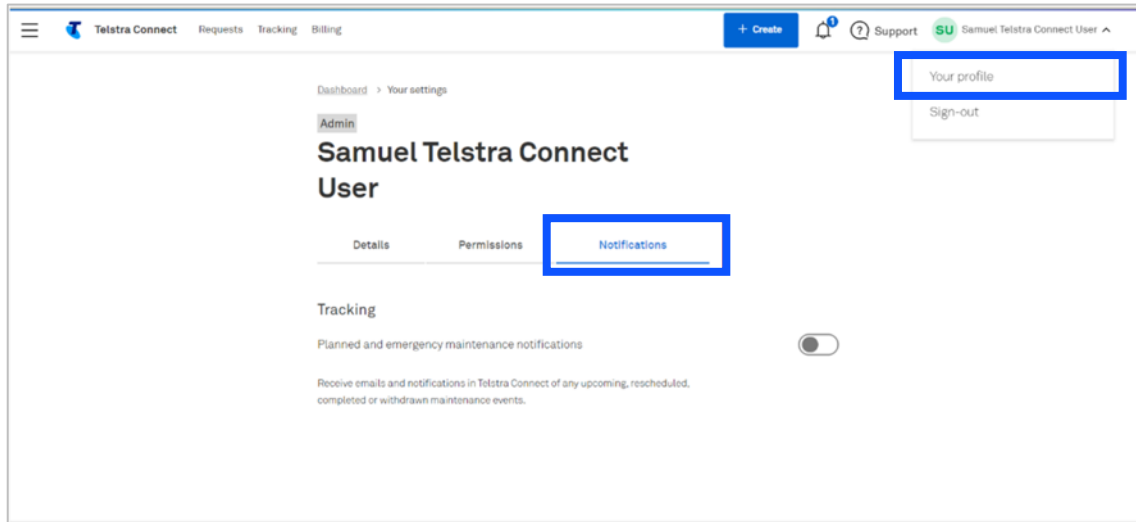
[View all Planned Events](#)

[Submit Another Event](#)

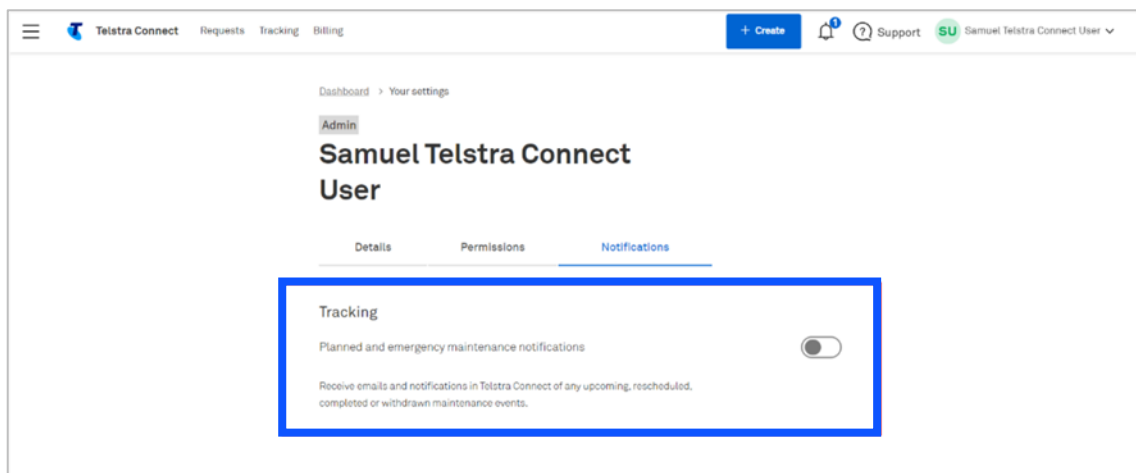


# How to subscribe or unsubscribe for Planned and emergency maintenance email notifications

1. Navigate to Your Profile > Notifications Tab



2. Turn on/off the 'Planned and emergency maintenance notifications' toggle button to subscribe/unsubscribe for Planned maintenance events email notifications.



Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra representative

[www.telstra.com/international/TelstraConnect](http://www.telstra.com/international/TelstraConnect)