



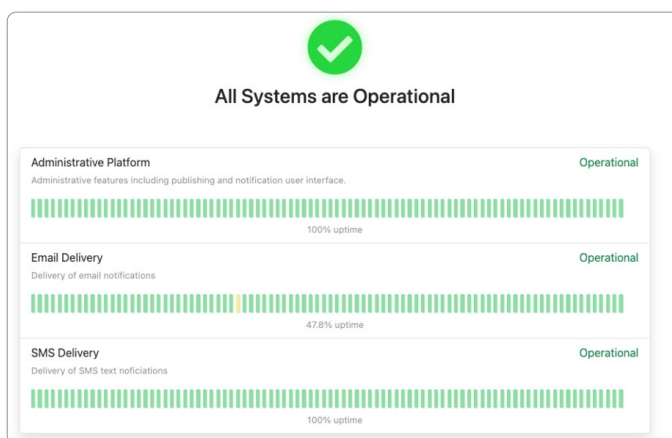
# Incident Status

## A CRITICAL RESOURCE FOR GOVERNMENT TECHNICAL TEAMS

Designed to quickly notify users of outages and downtime, Incident Status allows government agencies to create an automated uptime monitoring and notification process so valuable time and resources can be dedicated to resolving the issue at hand. With Incident Status, agencies can set up public or private online status pages for their services and notify on-call staff immediately when interruptions arise.

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- Monitor uptime activity
- Identify disruptions quickly
- Dispatch on-call staff immediately
- Expedite resolution time
- Communicate with transparency
- Notify stakeholders with SMS and email messaging
- Publish custom status pages
- Manage SSL certificate expirations



*Systems Operational*

# ESSENTIAL FEATURES FOR INCIDENT STATUS

Outages and downtime incidents can happen at any hour, whether web traffic is light or at its peak. Incident Status is designed to handle high traffic volumes to keep users informed when critical issues arise, and it is hosted independently to avoid downtime impact.

- Reliable Uptime Monitoring
- On-Call List Management
- SMS and Email Notifications for Internal and External Users
- Customizable Public and Private Status Pages

The screenshot shows a form for creating an incident. At the top, there is a red header with the title "Administrative System Slowness" and a "Use Template" button. Below the header, there are four radio buttons for status: "Investigating" (selected), "Identified", "Monitoring", and "Resolved". The "Incident Title" field contains "Administrative System Slowness". The "Start Date" field shows "01/11/2023, 08:06 AM" with a calendar icon. The "Message" field has a rich text editor with bold, italic, underline, strikethrough, and link icons, and a font size of 15. The message content reads: "Our team is investigating network slowness that is causing some users to timeout when accessing the administrative system."

*Administrative System Slowness*

The screenshot shows a public-facing page for a service issue. At the top, there is a yellow warning triangle icon and the title "Service Issues". Below this is a red header with the title "Administrative System Slowness". The page content includes: "Status: Investigating", "Components: Administrative Platform", and an "Investigating" section with the text: "Our team is currently investigating network slowness that is causing some users to timeout when access the administrative system." and the date "Mar 10th, 2023 08:07AM PST". Below this are three performance bars: "Administrative Platform" with "Degraded Performance" and "100% uptime", "Email Delivery" with "Operational" and "47.8% uptime", and "SMS Delivery" with "Operational" and "100% uptime".

*Service Issues*

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