

Mars IS Major Incident Monitor

Final User Experience (UX) v20, P03-2016

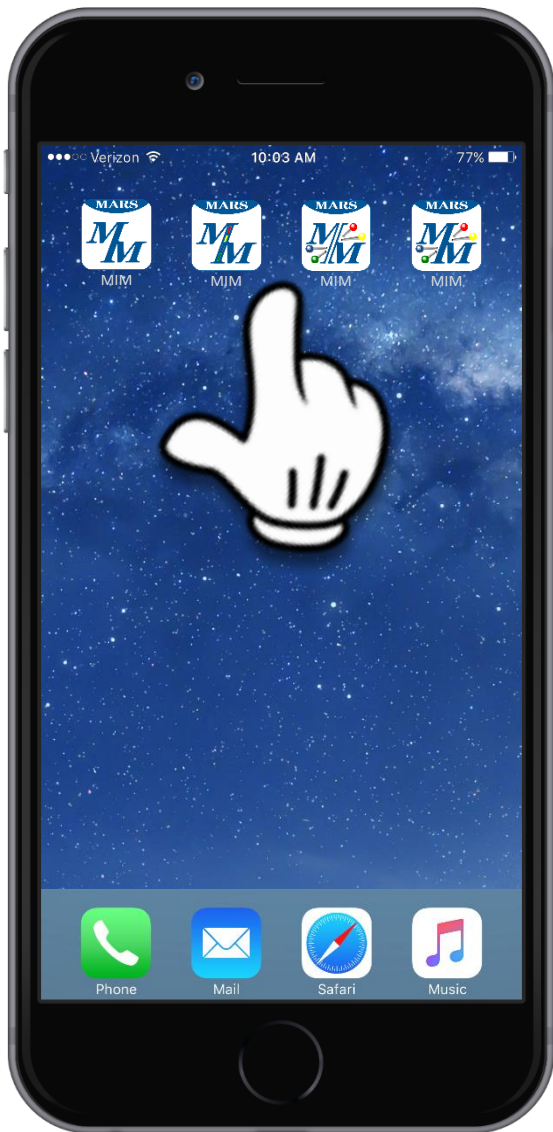
Prepared by Eric M. Scharf
Mars Digital Experience Team



digital
Workplace

Mars IS Major Incident Monitor

***iOS SMARTPHONE* User Experience (UX)**



Launch Icon
Design 1



Launch Icon
Design 2



Launch Icon
Design 3



Launch Icon
Design 4



'MIM' ('Major Incident Monitor') is the recommended application name, as well as a simple, easy-to-remember acronym. The launch icon designs and logo leverage the existing 'MARS' logo for familiarity / easy recognition. The display of the standard 'alert' colors is also important towards successfully conveying the purpose of the application. The use of the annotations ('map pins') draws attention to the use of those elements – within the application – to call out major incident locations.

Upon tapping the MIM (Major Incident Monitor) home screen icon, the app will launch and display this splash screen.



The moment this splash screen is displayed, a 'database update' alert should be shown. Upon that update being completed, the splash screen should default to the full view of the world map.

The moment the MIM splash screen has disappeared, the full global map should be displayed by default.

A mobile standard **'Hamburger Menu'** button (in the upper left hand corner of the screen) leads to secondary MIM functions.

'Time Zone' buttons – for MTO, GUA, ISS and ISC – within the top navigation will display local times via web links to a time converter page.



A **'Glossary'** icon (in the upper right hand corner of the interface) will trigger a Glossary screen that defines all visual cues of MIM.

Other critical UI controls exist at the bottom of the interface include those for **'World Wide Alert'**, **'Global View'**, **'Refresh View'**, **'Table View'**, and **'Contact IT OPS'**.

These buttons are all defined within the following slides, particularly slide 12.

Tapping a given 'Time Zone' button will trigger the map view to change to the world region that matches that time zone.



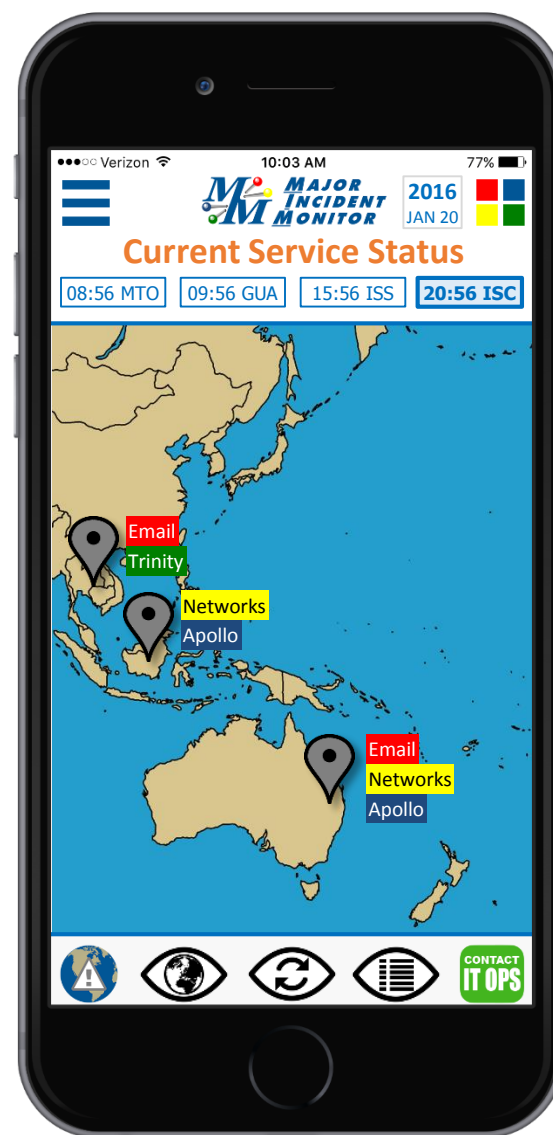
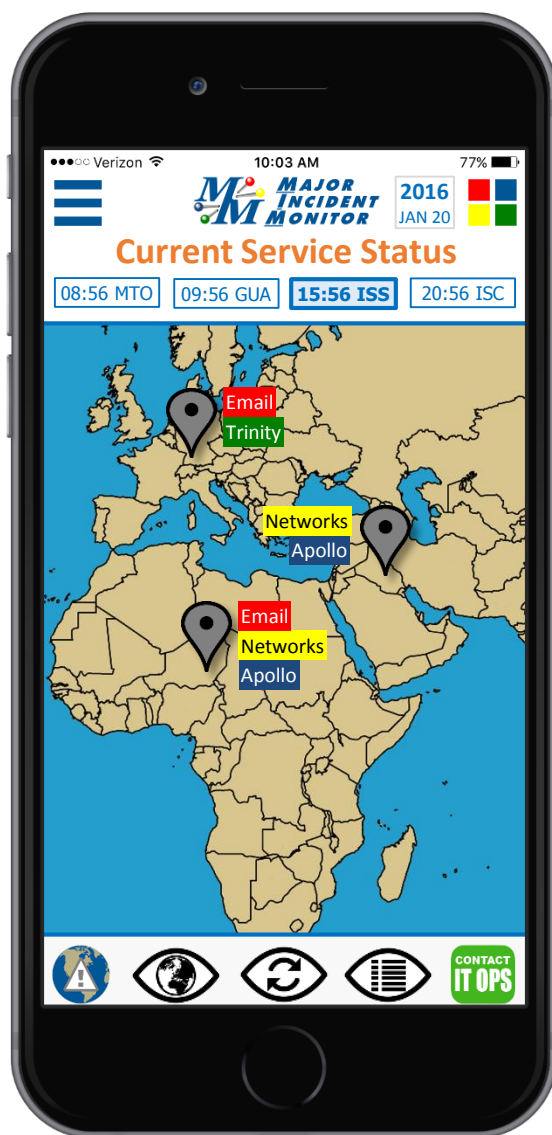
All 'map view' elements will be driven by Google Maps, thus, the upside down tear drop 'map pin' (annotation) design.

The map pins will be displayed in a neutral color (grey is used in this example) so as to prevent them from conflicting with the 'service tags' affixed to them. A red map pin and a red service tag would cause confusion.

The map view screens – including the 4 ‘time zone’ buttons – should be auto-refreshed every 60 seconds.

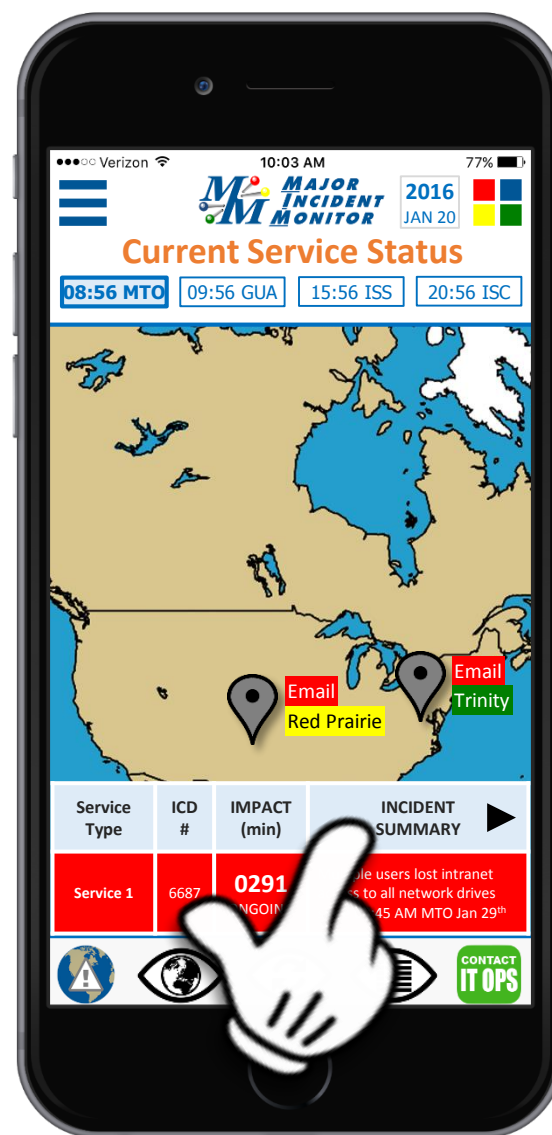
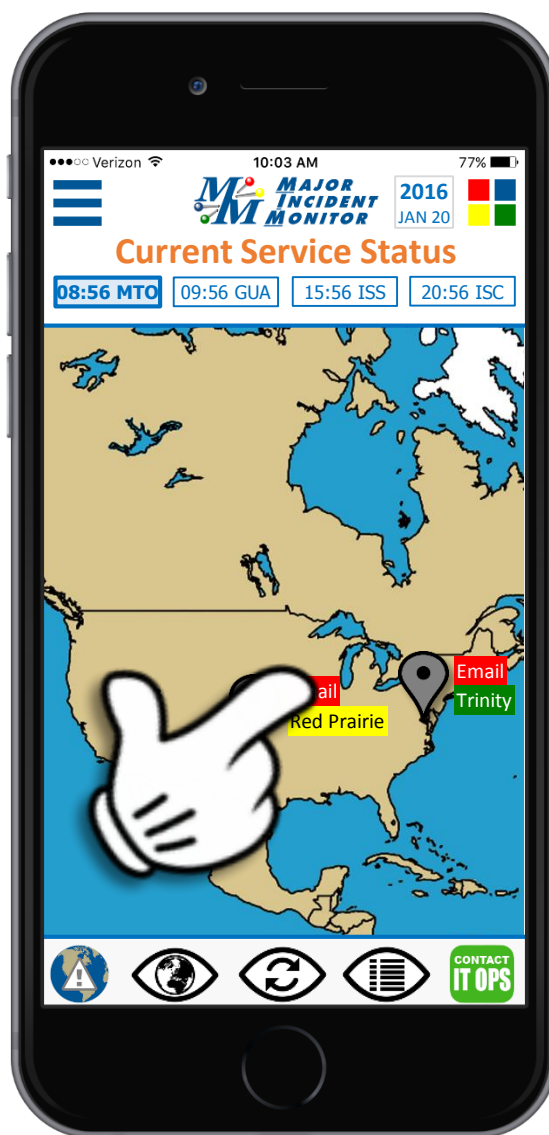
The only scenario by which the auto-refresh would not occur was if there was loss of server connection.

A given user – of course – can always use the ‘View Refresh’ button (within the bottom navigation panel) to manually accomplish the same.



Tapping a given 'map pin' loads high-level incident info. Tapping the ► will call the incident report (as seen on slide 19).

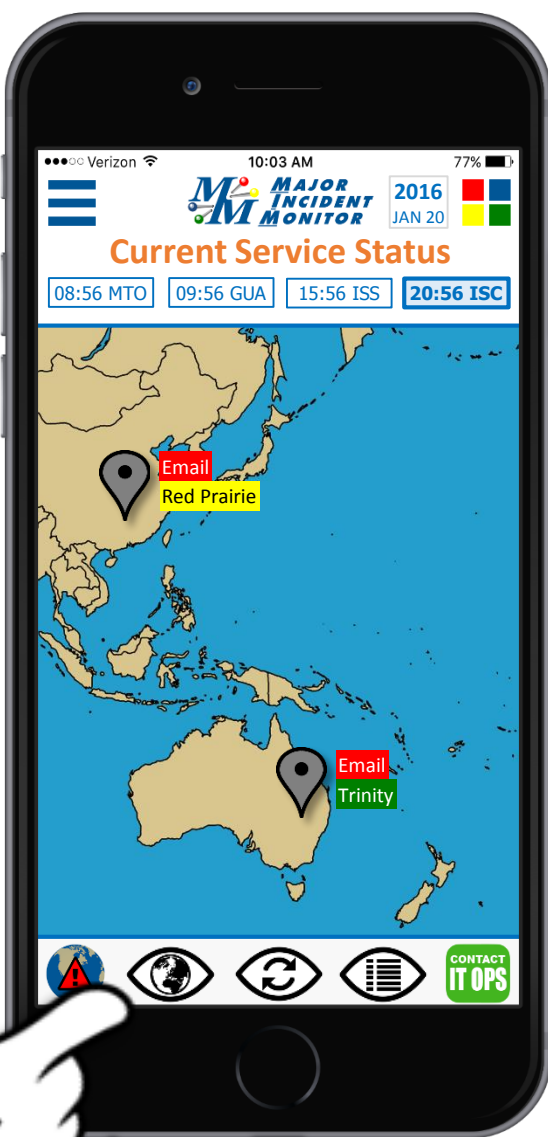
Tapping the alert icon returns the user to the region previously being viewed.



A 'World Wide Major Incident (WWMI)' button – upon being tapped – switches the view from regional to global map.

Tapping a given 'map pin' loads high-level incident info. Tapping the ► will call the incident report (as seen on slide 19).

Tapping the WWMI icon returns the user to the region previously being viewed.

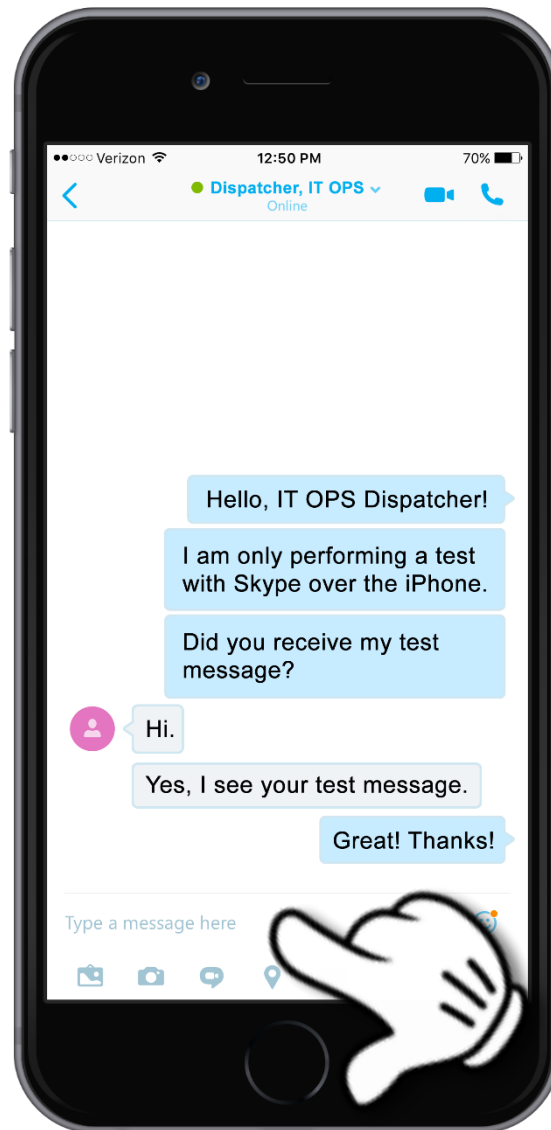


If an auto-refresh is not possible – due specifically to the server connection being lost – the application should display an ‘Connection Lost’ screen with an alert.

The ‘Contact IT OPS’ button *should still be functional* . . . as it is only meant to start a Skype session with an available IT OPS representative.



When the 'CONTACT IT OPS' icon is tapped, the Skype application should open and direct the user to a chat session with the **IT OPS Dispatcher** contact.



Current Glossary Symbols & Definitions



World Wide Incident Alert triggers a global map of incidents which simultaneously affect all regions. The global map can also be manually triggered whether or not there is an alert.



Global View displays interactive whiteboard incidents from primary MARS offices across a world map.



Refresh View resets the screen to display any updated incident data.



Table View triggers the display of a scrollable list of current whiteboard incidents and high-level details.



Contact IT OPS triggers a Skype chat with 'IT OPS' (IT Operations Team) for further incident details.



Mars Service Index triggers the display of data (current period result, MSI MAA and SLAs)

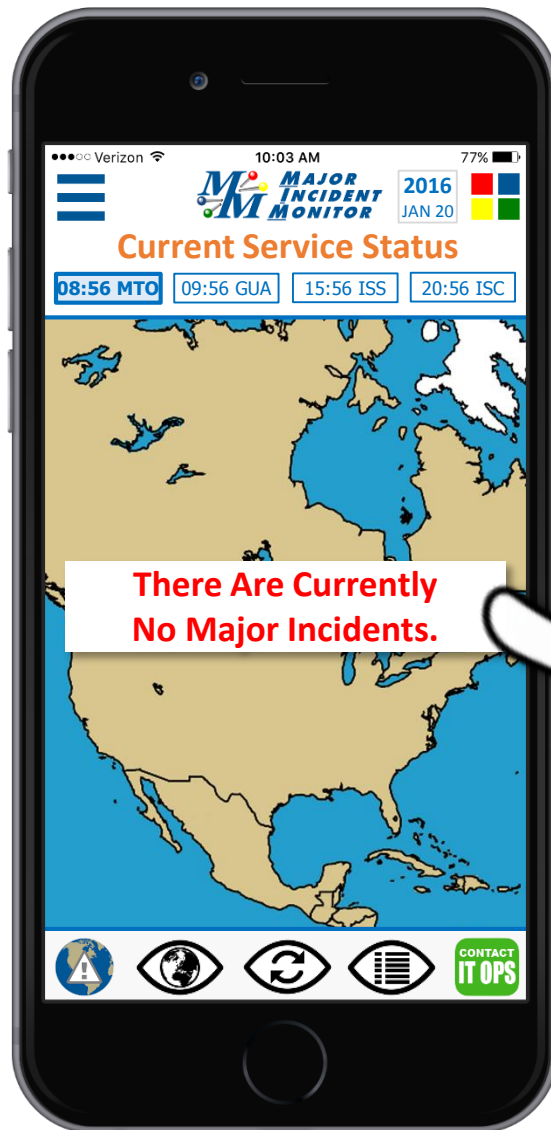


SLA Impact Chart triggers the display of a comparison chart of the current impact of all Availability SLAs.



There must be a system message displayed whenever there are no major incidents. This will ensure the user does not see the lack of incidents as an error.

If the user needs to communicate with a support team member, the user can engage an online chat session by tapping the 'CONTACT IT OPS' icon.

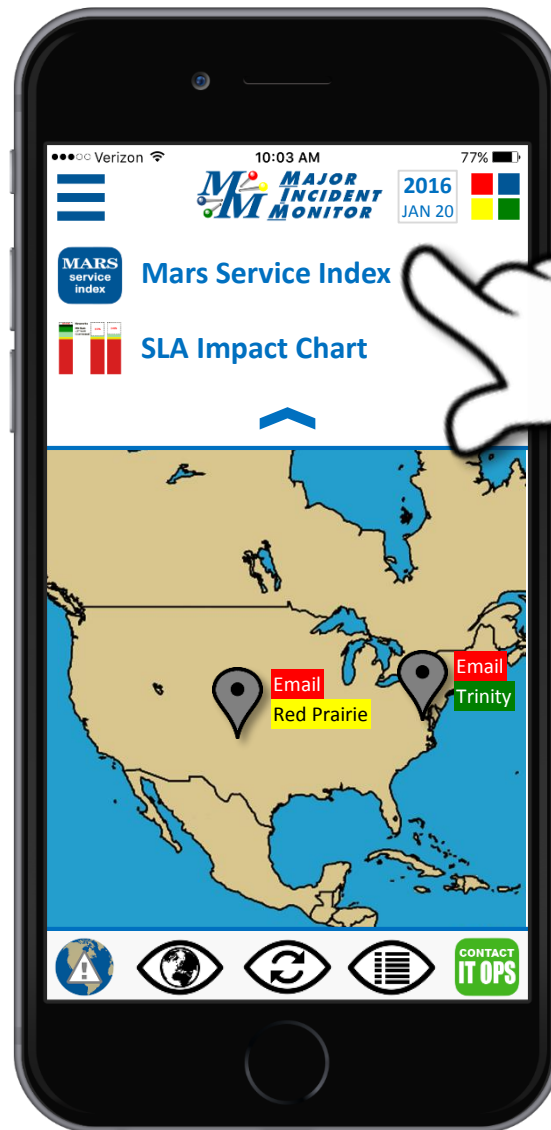


A user can view an SLA impact comparison chart by tapping the 'chart' icon on the right side of the bottom navigation.



A user can view an Mars Service Index by tapping the 'chart' icon on the right side of the bottom navigation.

If the user decides against making a selection, the user can (A) tap the upward facing arrow OR (B) tap the hamburger menu icon to close the hamburger menu.



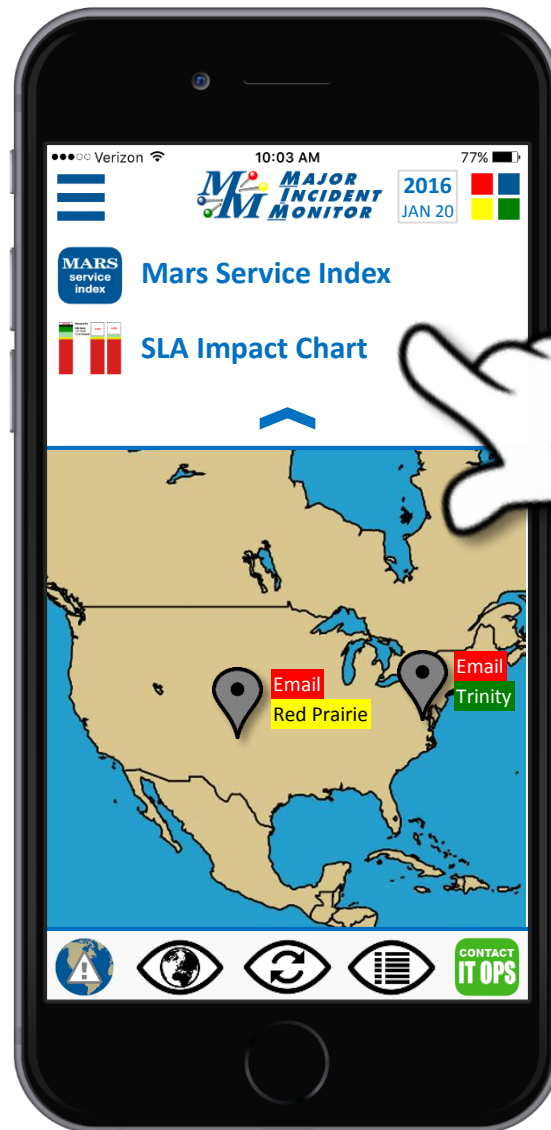
This screen displays the 'MSI Availability SLAs' with the maximum outage period by which each SLA can be met.

A black smartphone displaying the 'Mars Service Index' app. The screen shows a status bar at the top with 'Verizon', '10:03 AM', and '77%' battery. Below the status bar is a header with the 'MAJOR INCIDENT MONITOR' logo, the date '2016 JAN 20', and a color-coded status indicator. The main title is 'Mars Service Index'. Below the title are four buttons: '08:56 MTO', '09:56 GUA', '15:56 ISS', and '20:56 ISC'. A table follows with three columns: 'Service Type', 'SLA Description', and 'Max Outage (Minutes)'. The table lists various services and their corresponding outage periods. At the bottom of the screen are five icons: a globe with a warning sign, a globe, a refresh symbol, a list icon, and a 'CONTACT IT OPS' button.

Service Type	SLA Description	Max Outage (Minutes)
ERP	ATLAS Availability	0028
ERP	ECC WWY Availability	0028
ERP	Panorama CRM Availability	0159
ERP	Panorama R3 Availability	0159
Operational Reporting and BI	BW System Availability (Actual) - YTD	1128
Supply Chain Planning	Apollo Demand Availability	0660
Supply Chain Planning	Apollo Demand Food & Non-US Choc Availability	0840
Supply Chain Planning	Apollo Demand Petcare Availability	0720
Supply Chain	Apollo Demand US	0720

A user can view an SLA impact comparison chart by tapping the 'chart' icon on the right side of the bottom navigation.

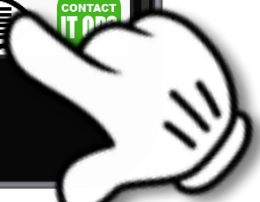
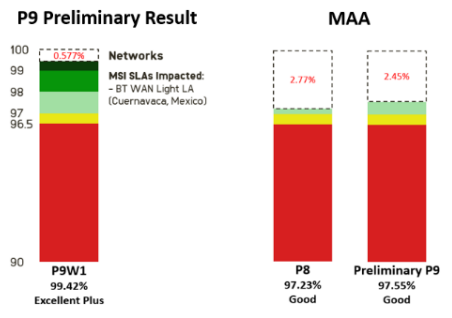
If the user decides against making a selection, the user can (A) tap the upward facing arrow OR (B) tap the hamburger menu icon to close the hamburger menu.



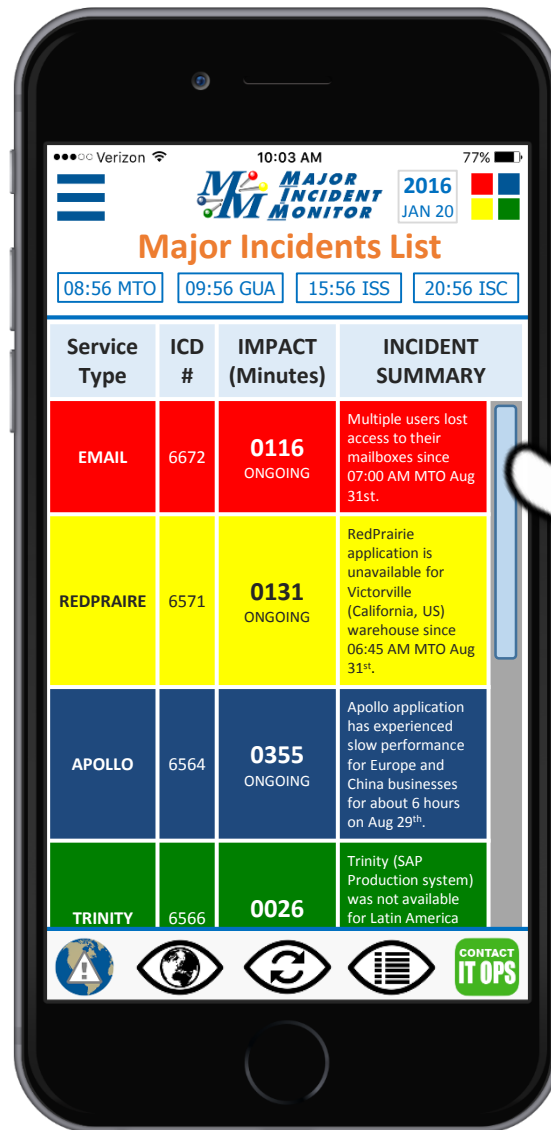
SLA Impact

08:56 MTO 09:56 GUA 15:56 ISS 20:56 ISC

SLA Impact Chart



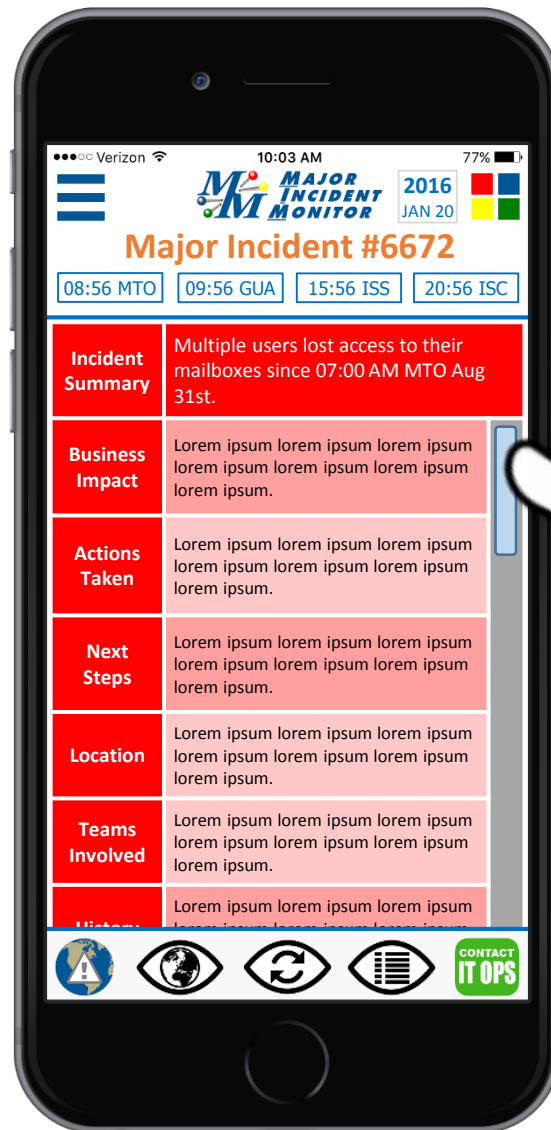
This screen displays all current major incidents within a 'table view' alternative to the 'map view'. Tapping on one of these high-level listings will trigger the full incident report to display for that incident.



This screen displays the incident report for an incident with a HIGH status.

All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

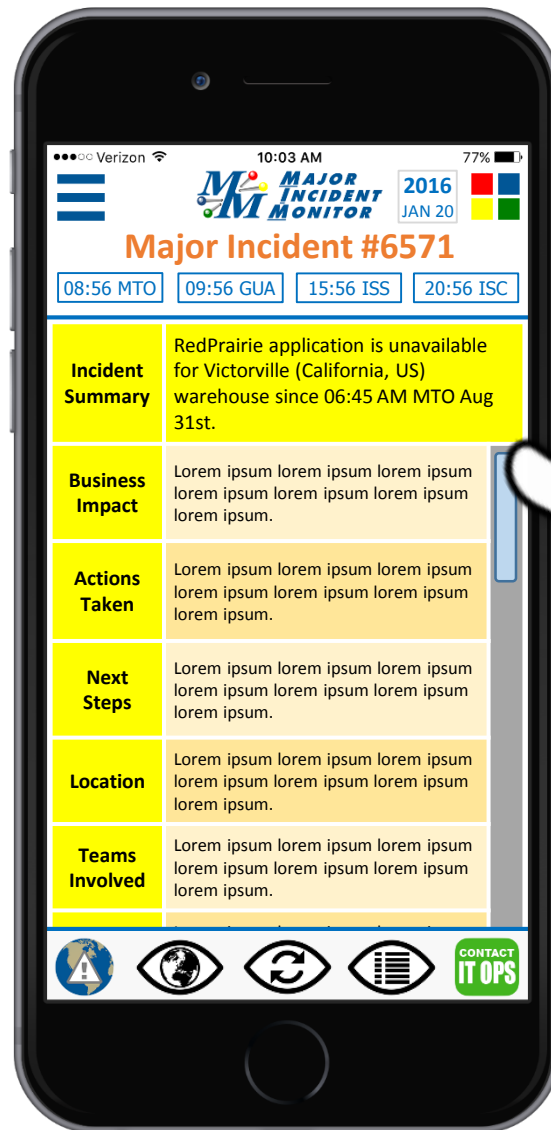
A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.



This screen displays the incident report for an incident with a MEDIUM status.

All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

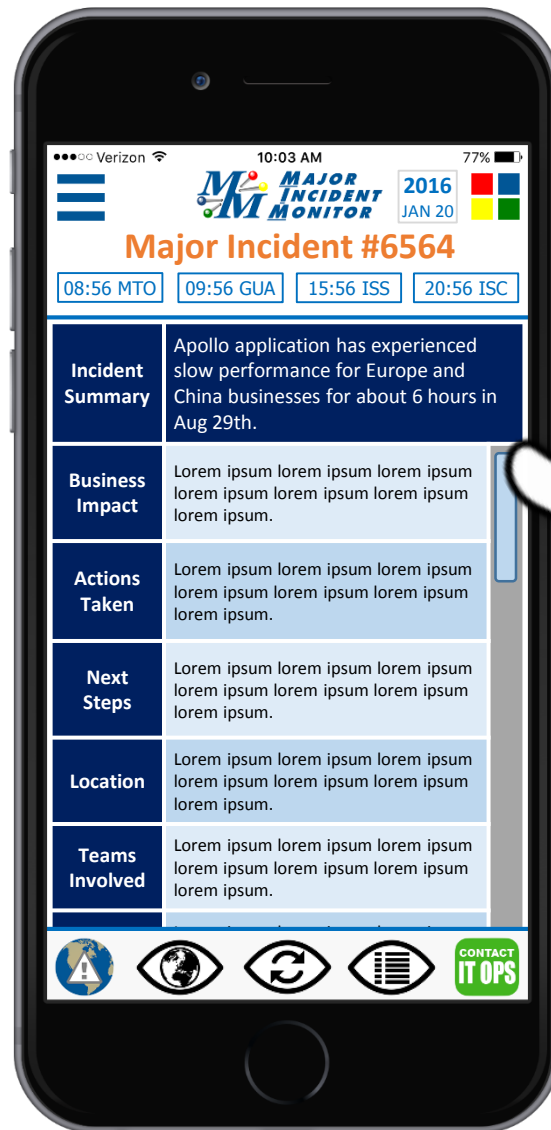
A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.



This screen displays the incident report for an incident with a LOW status.

All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

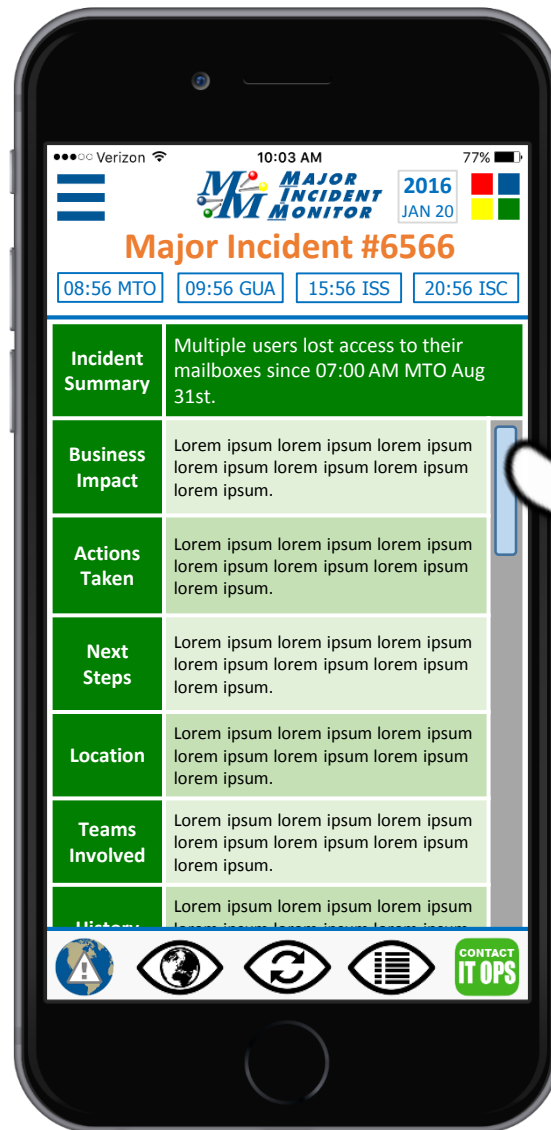
A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.



This screen displays the incident report for an incident with a MONITORING status.

All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.

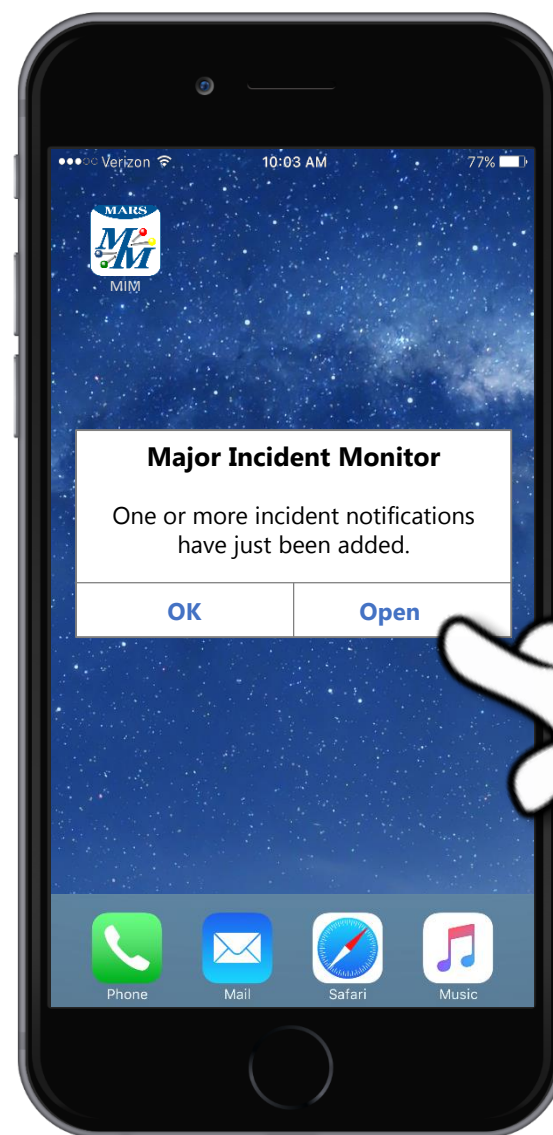
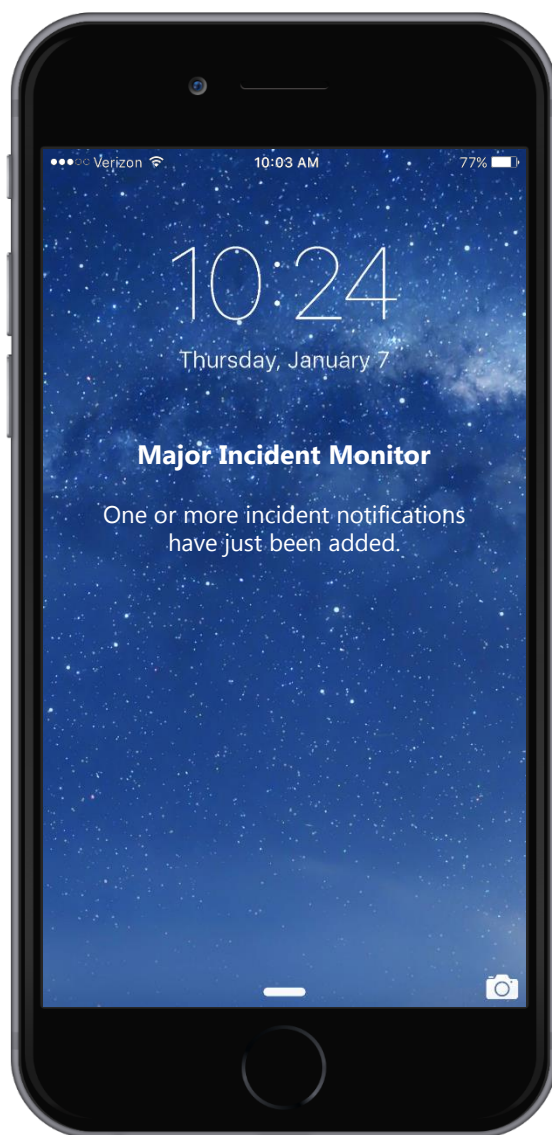


The app should issue an alert when new incidents are added (no need to warn users when major incidents are edited or deleted).

This notification should vibrate the phone for 3 seconds and display messages on both locked and unlocked screens as shown.

Tapping 'OK' will close the notification.

Tapping 'Open' will open the app 'global view' screen.

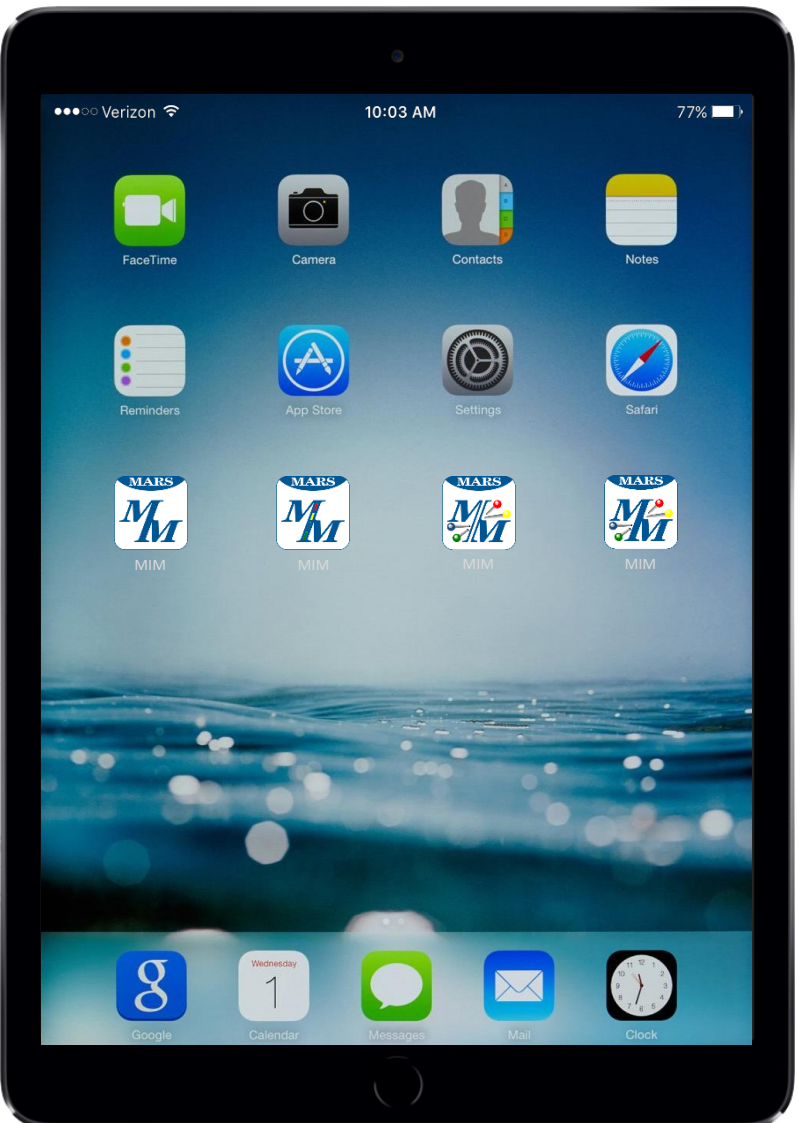




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iOS TABLET User Experience (UX)



Launch Icon Design 1



Launch Icon Design 2



Launch Icon Design 3



Launch Icon Design 4



'MIM' ('Major Incident Monitor') is the recommended application name, as well as a simple, easy-to-remember acronym. The launch icon designs and logo leverage the existing 'MARS' logo for familiarity / easy recognition. The display of the standard 'alert' colors is also important towards successfully conveying the purpose of the application. The use of the annotations ('map pins') draws attention to the use of those elements – within the application – to call out major incident locations.

Welcome to



Powered by



for



Welcome to



Updating Database

- One Moment Please -



Powered by



for



Verizon

10:03 AM

77%



2016
JAN 20



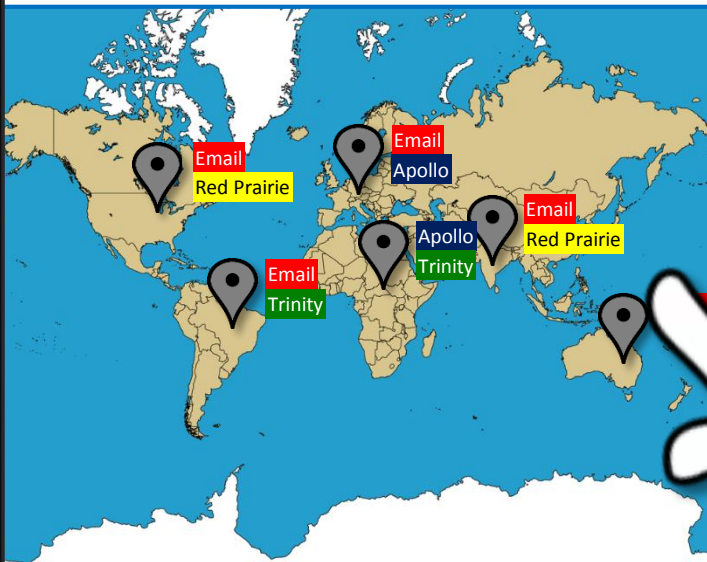
Current Service Status

08:56 MTO

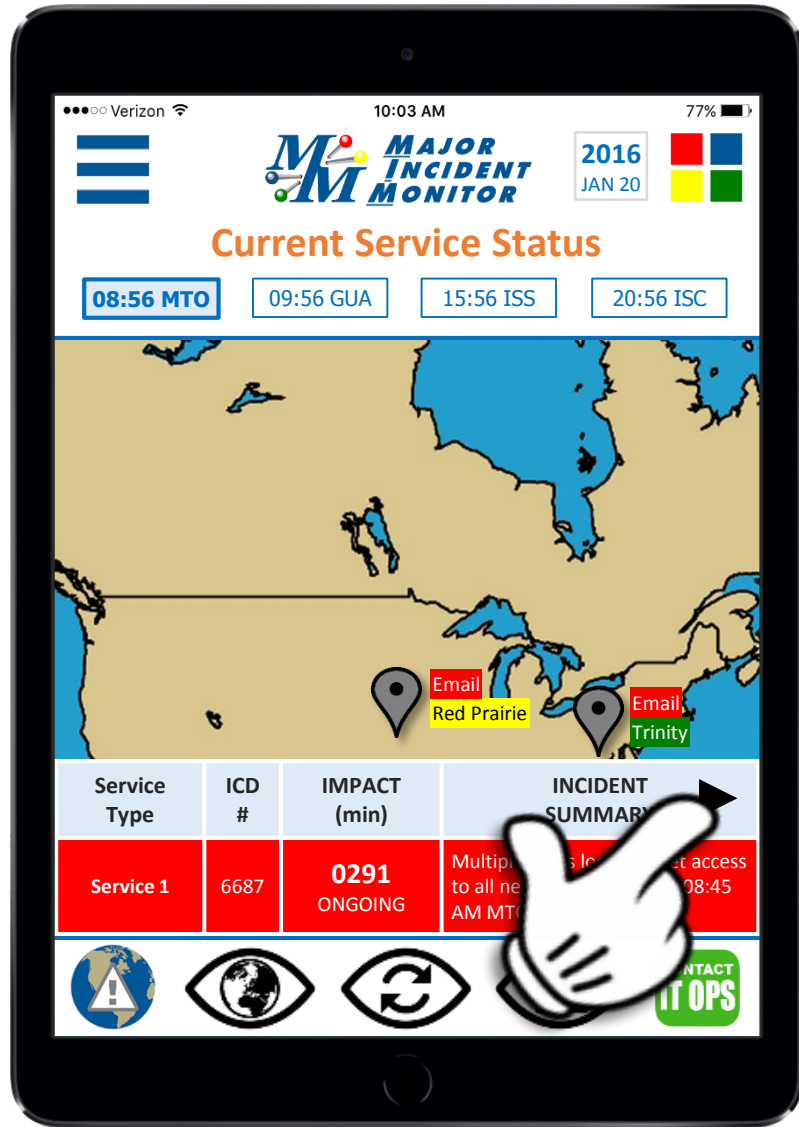
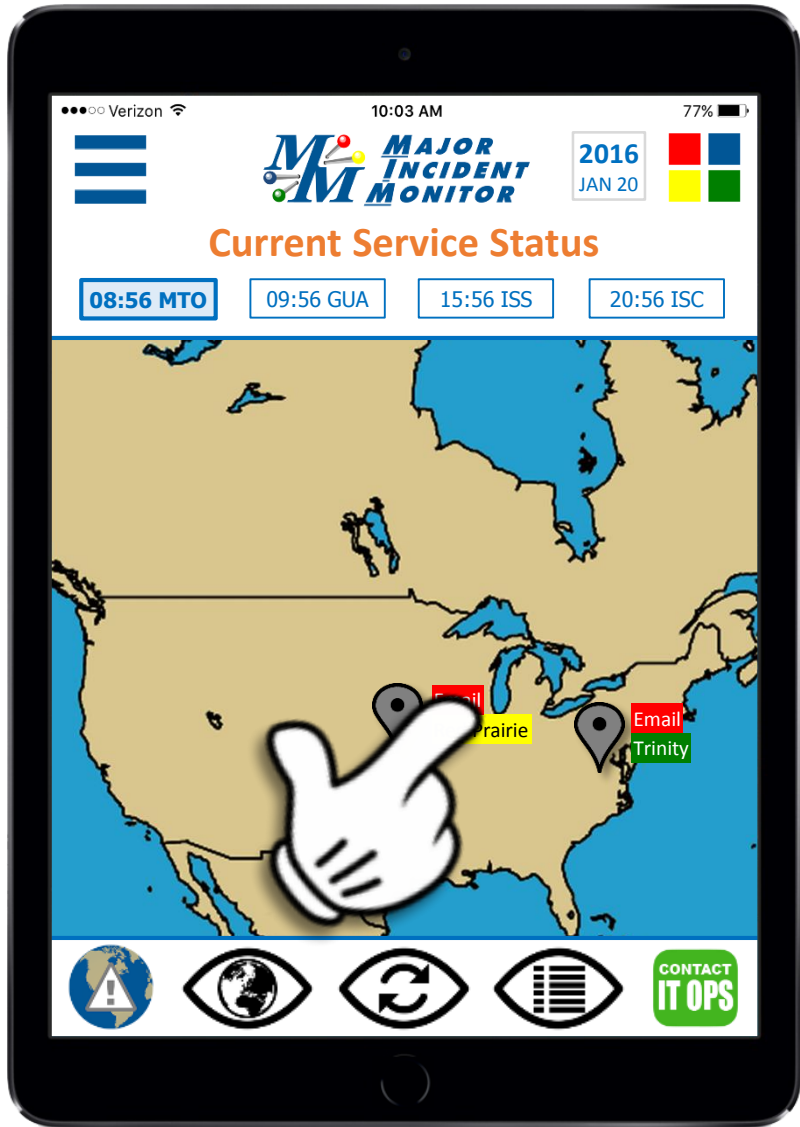
09:56 GUA

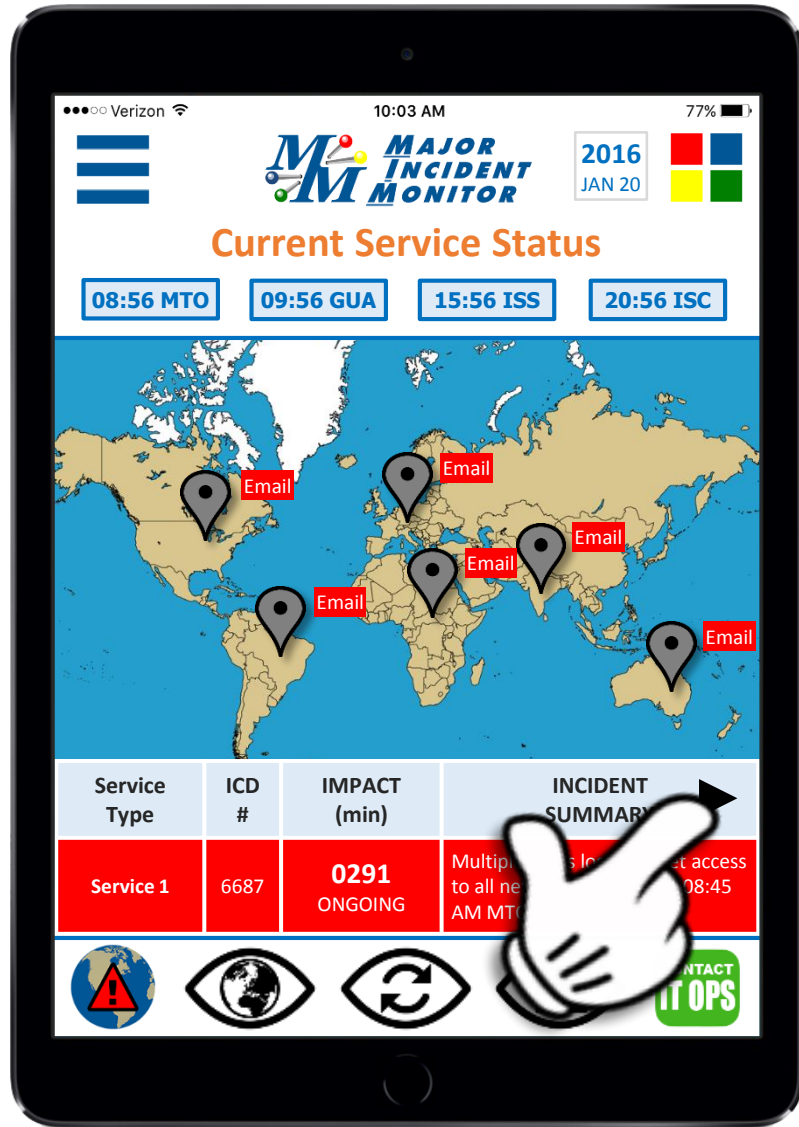
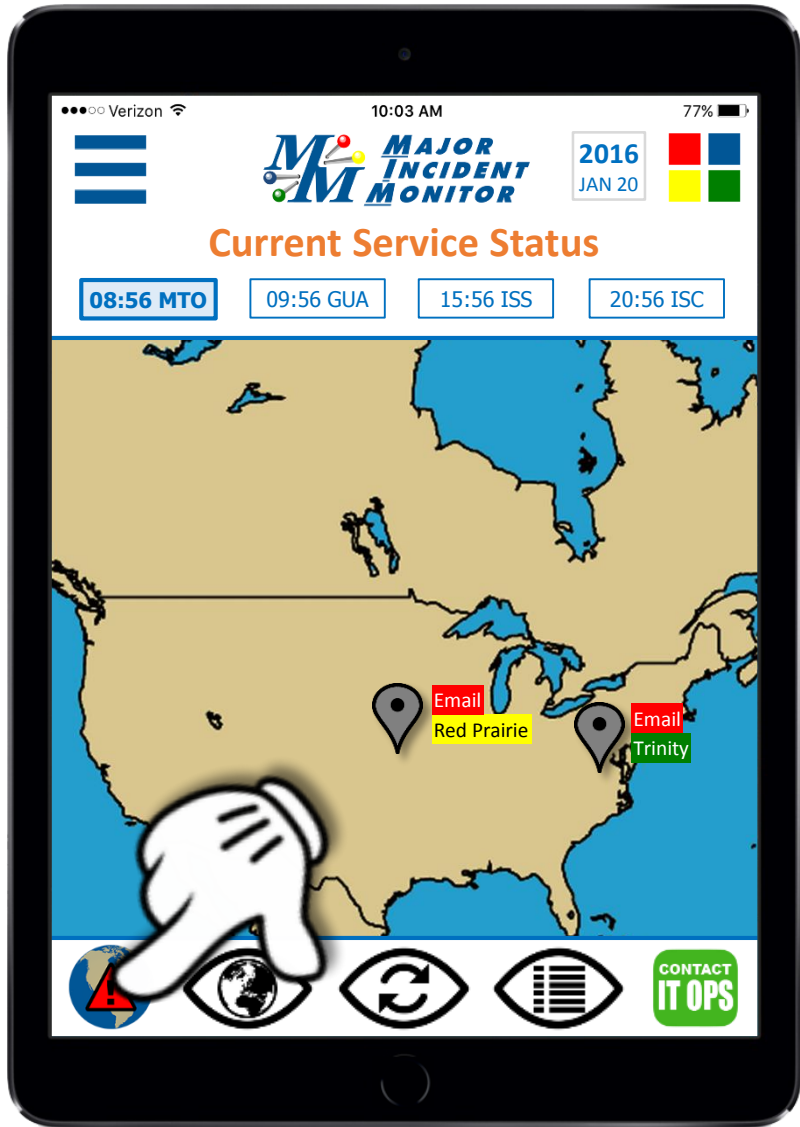
15:56 ISS

20:56 ISC



CONTACT
IT OPS



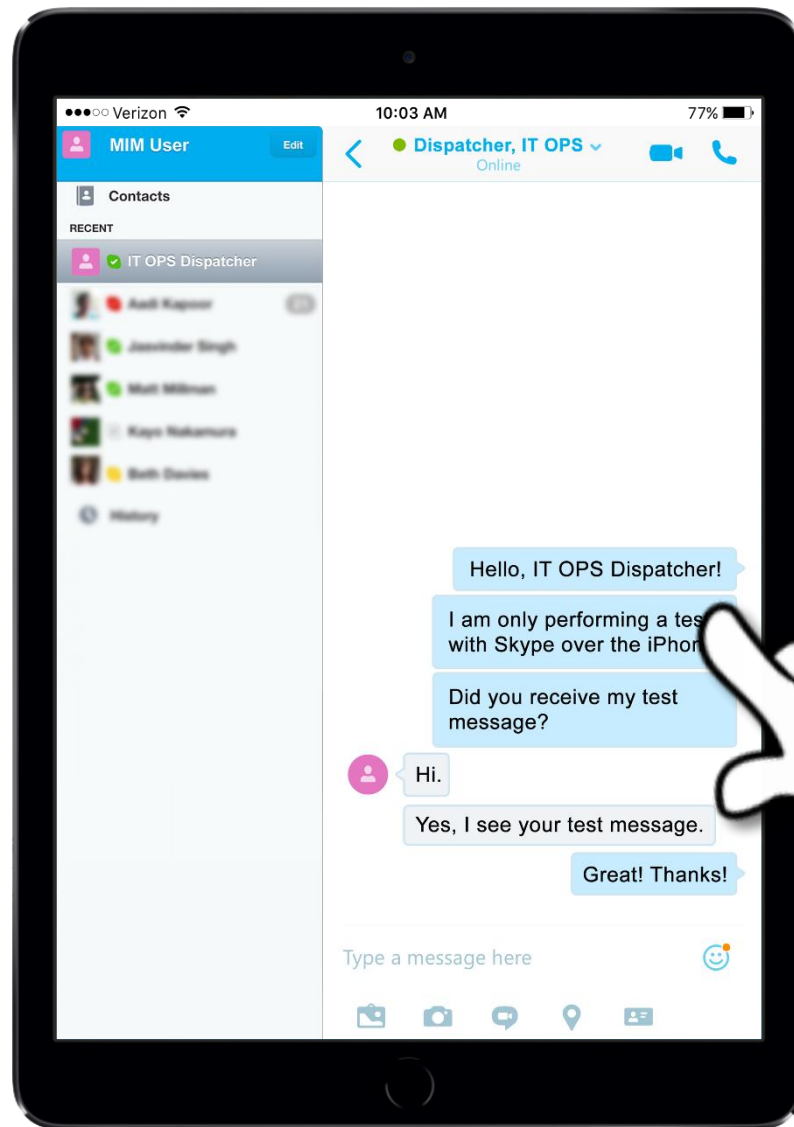


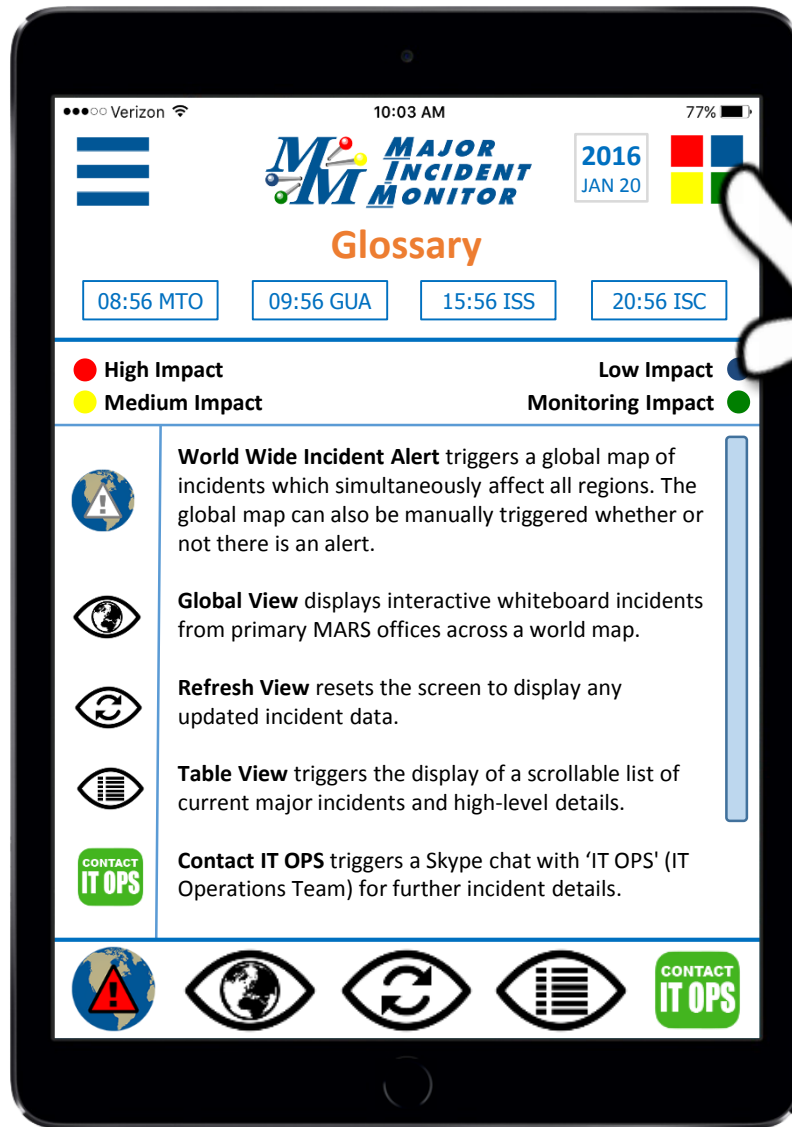
If an auto-refresh is not possible – due specifically to the server connection being lost – the application should display an ‘Connection Lost’ screen with an alert.

The ‘Contact IT OPS’ button *should still be functional* . . . as it is only meant to start a Skype session with an available IT OPS representative.



When the 'CONTACT IT OPS' icon is tapped, the Skype application should open and direct the user to a chat session with the **IT OPS Dispatcher** contact.





Verizon

10:03 AM

77%



2016
JAN 20



Glossary

08:56 MTO

09:56 GUA

15:56 ISS

20:56 ISC

● High Impact

● Low Impact

● Medium Impact

● Monitoring Impact



World Wide Incident Alert triggers a global map of incidents which simultaneously affect all regions. The global map can also be manually triggered whether or not there is an alert.



Global View displays interactive whiteboard incidents from primary MARS offices across a world map.



Refresh View resets the screen to display any updated incident data.



Table View triggers the display of a scrollable list of current major incidents and high-level details.



Contact IT OPS triggers a Skype chat with 'IT OPS' (IT Operations Team) for further incident details.



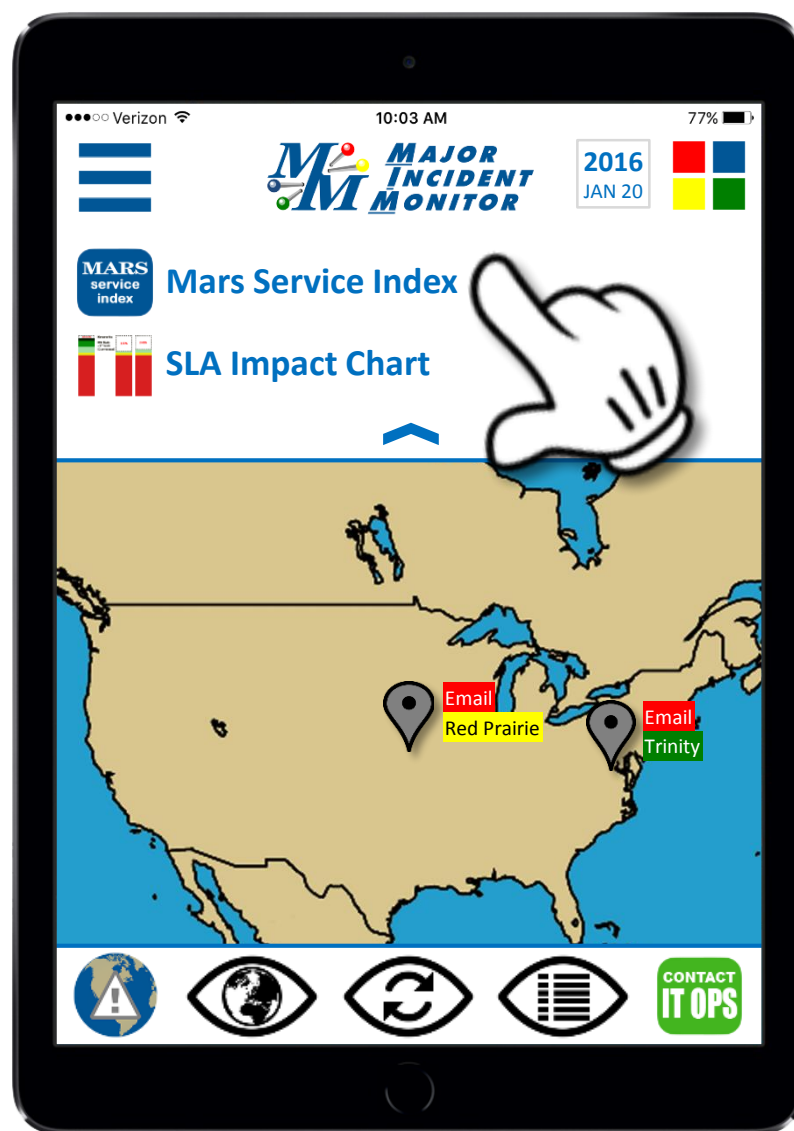
There must be a system message displayed whenever there are no major incidents. This will ensure the user does not see the lack of incidents as an error.

If the user needs to communicate with a support team member, the user can engage an online chat session by tapping the 'CONTACT IT OPS' icon.



A user can view an Mars Service Index by tapping the 'chart' icon on the right side of the bottom navigation.

If the user decides against making a selection, the user can (A) tap the upward facing arrow OR (B) tap the hamburger menu icon to close the hamburger menu.



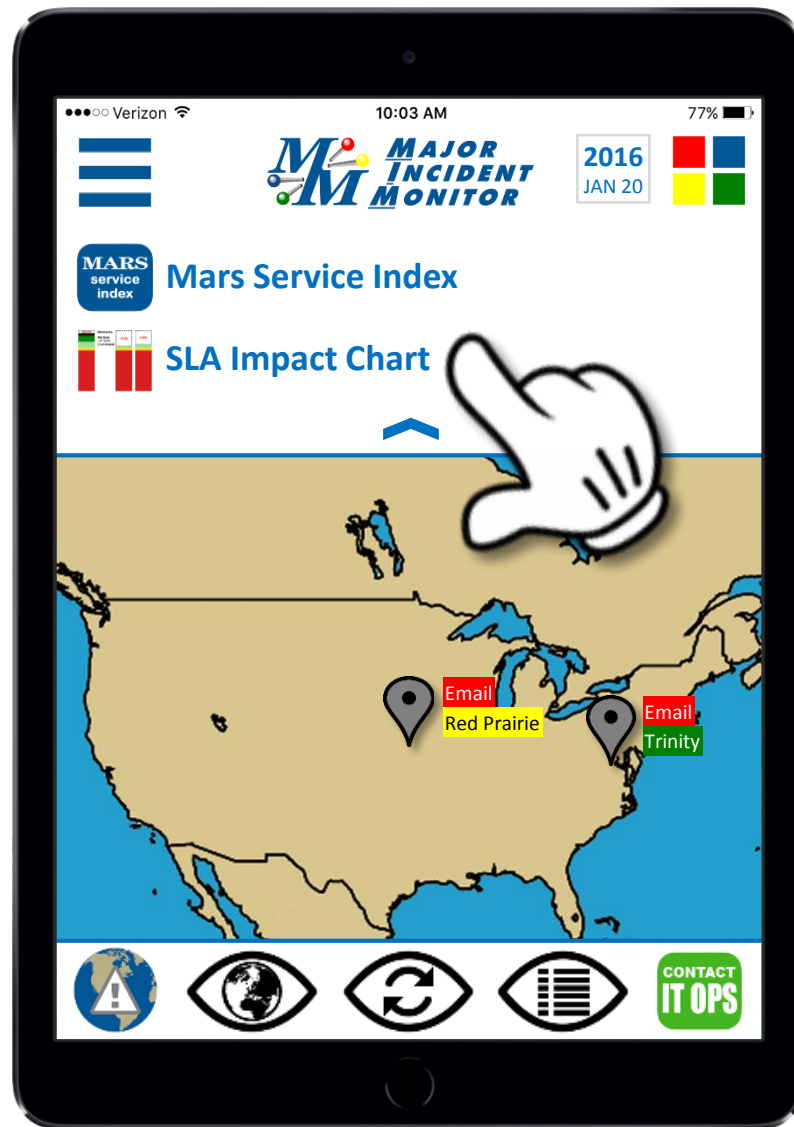
This screen displays the 'MSI Availability SLAs' with the maximum outage period by which each SLA can be met.

A screenshot of a tablet displaying the 'Mars Service Index' app. The app interface includes a status bar at the top with 'Verizon', '10:03 AM', and '77%' battery. Below the status bar is a navigation bar with a hamburger menu icon, the 'MAJOR INCIDENT MONITOR' logo, and a date indicator '2016 JAN 20' with a color-coded status indicator. The main title is 'Mars Service Index'. Below the title are four buttons showing outage times: '08:56 MTO', '09:56 GUA', '15:56 ISS', and '20:56 ISC'. A table lists service types and their maximum outage periods in minutes. At the bottom, there are four icons: a globe with a warning sign, a globe with an eye, a circular arrow, and a bar chart, followed by a 'CONTACT IT OPS' button.

Service Type	SLA Description	Max Outage (Minutes)
ERP	ATLAS Availability	0028
ERP	ECC WWY Availability	0028
ERP	Panorama CRM Availability	0159
ERP	Panorama R3 Availability	0159
Operational Reporting and BI	BW System Availability (Actual) - YTD	1128
Supply Chain Planning	Apollo Demand Availability	0660
Supply Chain Planning	Apollo Demand Food & Non-US Choc Availability	0840
Supply Chain Planning	Apollo Demand Petcare Availability	0720

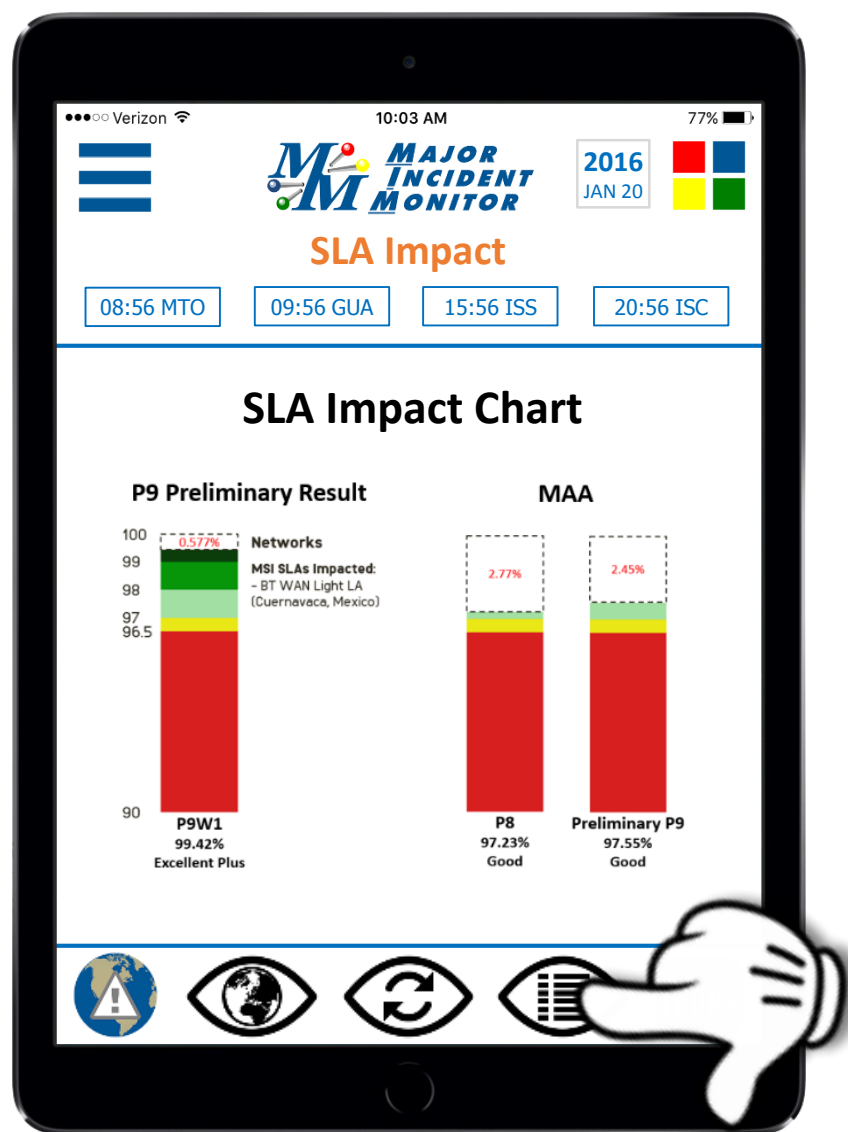
A user can view an SLA impact comparison chart by tapping the 'chart' icon on the right side of the bottom navigation.

If the user decides against making a selection, the user can (A) tap the upward facing arrow OR (B) tap the hamburger menu icon to close the hamburger menu.

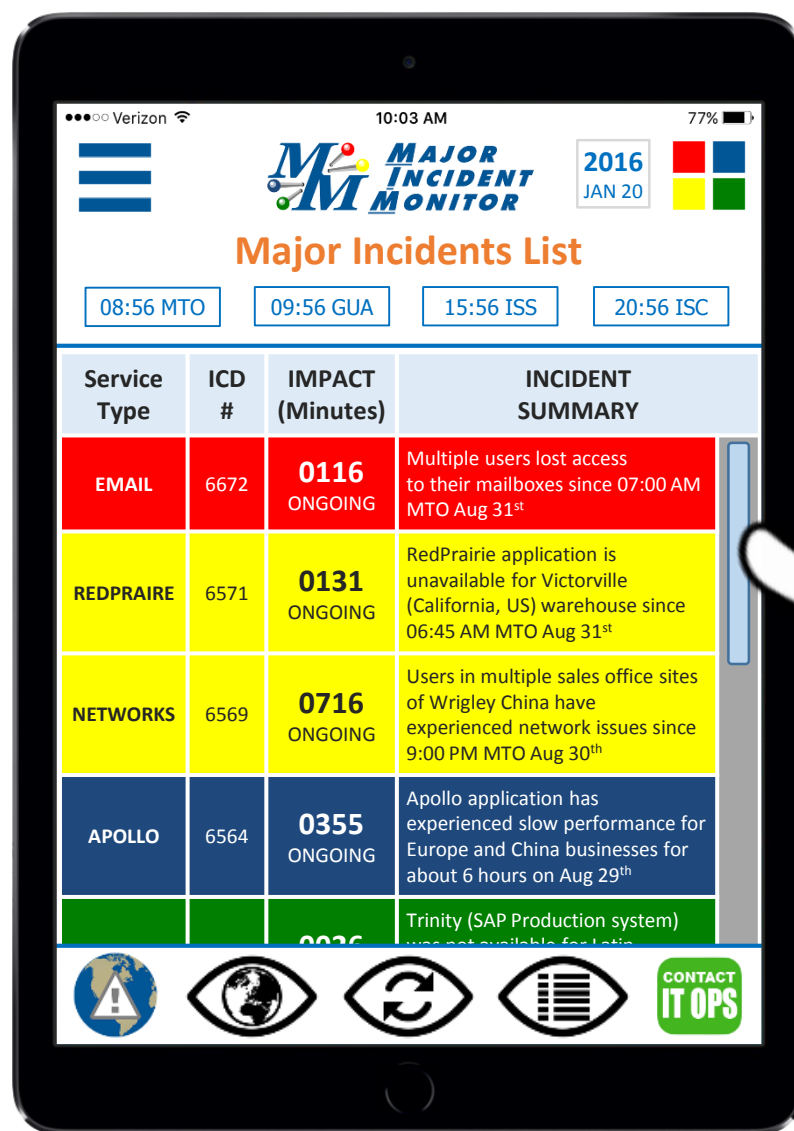


There must be a system message displayed whenever there are no major incidents. This will ensure the user does not see the lack of incidents as an error.

If the user needs to communicate with a support team member, the user can engage an online chat session by tapping the 'CONTACT IT OPS' icon.



This screen displays all current major incidents within a 'table view' alternative to the 'map view'. Tapping on one of these high-level listings will trigger the full incident report to display for that incident.



The screenshot shows the 'Major Incident Monitor' mobile application interface. At the top, there is a status bar with 'Verizon', '10:03 AM', and '77%' battery. Below the status bar is a navigation menu with three blue horizontal lines. The main header features the 'MAJOR INCIDENT MONITOR' logo, a date indicator '2016 JAN 20', and a color-coded status indicator (red, blue, yellow, green). The title 'Major Incidents List' is displayed in orange. Below the title are four filter buttons: '08:56 MTO', '09:56 GUA', '15:56 ISS', and '20:56 ISC'. The main content is a table with four columns: 'Service Type', 'ICD #', 'IMPACT (Minutes)', and 'INCIDENT SUMMARY'. The table contains five rows of incident data. A hand icon is pointing to the right side of the table, indicating a scroll action. At the bottom of the screen, there is a navigation bar with four icons: a globe with a warning sign, a globe with an eye, a circular refresh icon, and a bar chart icon. A 'CONTACT IT OPS' button is located in the bottom right corner.

Service Type	ICD #	IMPACT (Minutes)	INCIDENT SUMMARY
EMAIL	6672	0116 ONGOING	Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st
REDPRAIRE	6571	0131 ONGOING	RedPrairie application is unavailable for Victorville (California, US) warehouse since 06:45 AM MTO Aug 31 st
NETWORKS	6569	0716 ONGOING	Users in multiple sales office sites of Wrigley China have experienced network issues since 9:00 PM MTO Aug 30 th
APOLLO	6564	0355 ONGOING	Apollo application has experienced slow performance for Europe and China businesses for about 6 hours on Aug 29 th
			Trinity (SAP Production system) was not available for Latin

This screen displays the incident report for an incident with a HIGH status.

All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.

Verizon 10:03 AM 77%

MAJOR INCIDENT MONITOR 2016 JAN 20

Major Incident #6672

08:56 MTO 09:56 GUA 15:56 ISS 20:56 ISC

Incident Summary	Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31st.
Business Impact	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Actions Taken	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Next Steps	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Location	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Teams Involved	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
History	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum

CONTACT IT OPS

This screen displays the incident report for an incident with a MEDIUM status.

All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.

Verizon 10:03 AM 77%

MAJOR INCIDENT MONITOR 2016 JAN 20

Major Incident #6571

08:56 MTO 09:56 GUA 15:56 ISS 20:56 ISC

Incident Summary	RedPrairie application is unavailable for Victorville (California, US) warehouse since 06:45 AM MTO Aug 31 st .
Business Impact	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Actions Taken	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Next Steps	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Location	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Teams Involved	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.

CONTACT IT OPS

This screen displays the incident report for an incident with a LOW status.

All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.



This screen displays the incident report for an incident with a MONITORING status.

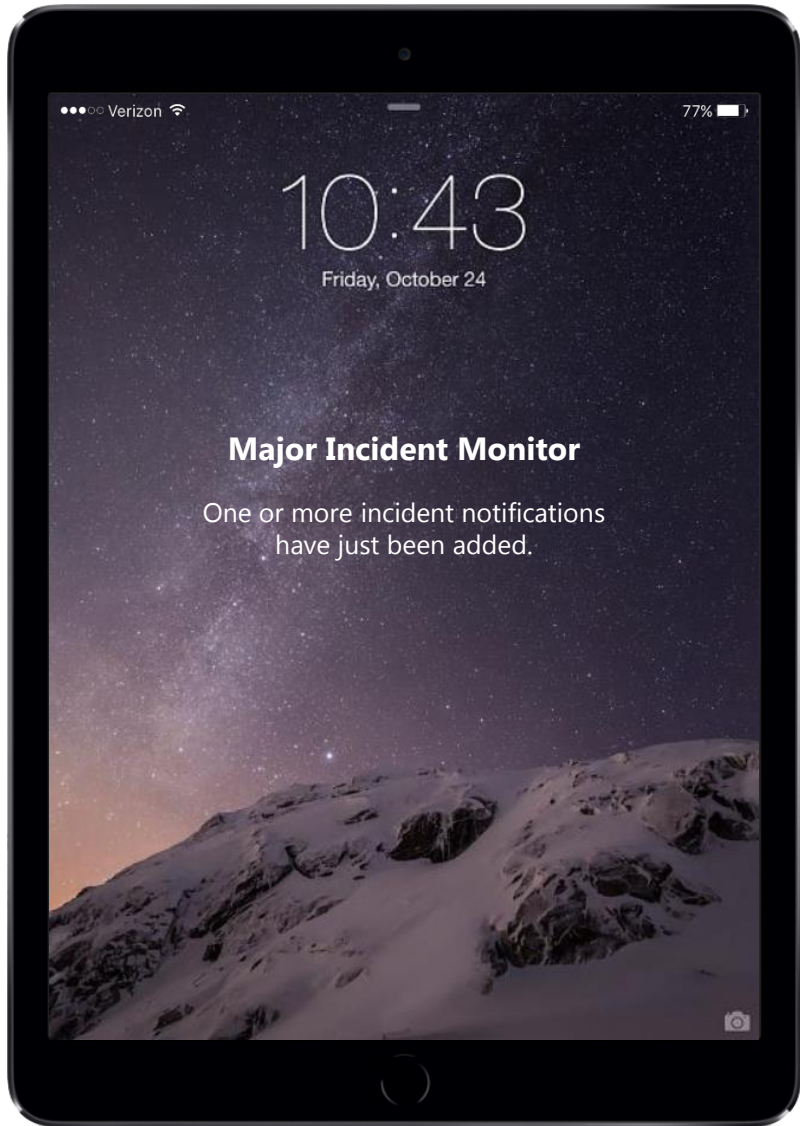
All data for incident report screens – like this one – will be manually generated from within the MIM CMS.

A ServiceNOW-based approach will be considered for automatic retrieval of such data in the future.

The screenshot shows a mobile application interface for 'Major Incident Monitor'. At the top, there is a status bar with 'Verizon', '10:03 AM', and '77%' battery. Below the status bar, there is a hamburger menu icon on the left, the 'MAJOR INCIDENT MONITOR' logo in the center, and a date indicator '2016 JAN 20' on the right. The main heading is 'Major Incident #6566'. Below the heading, there are four buttons representing different time slots: '08:56 MTO', '09:56 GUA', '15:56 ISS', and '20:56 ISC'. The main content area is a table with the following rows:

Incident Summary	Trinity (SAP Production system) was not available for Latin America sites from 10:24 AM to 10:50 AM MTO Aug 30th.
Business Impact	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Actions Taken	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Next Steps	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Location	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.
Teams Involved	Lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum.

At the bottom of the screen, there is a navigation bar with five icons: a globe with a warning sign, a globe with an eye, a circular arrow, a globe with a bar chart, and a green button labeled 'CONTACT IT OPS'.





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Mars IS Major Incident Monitor

CMS (Content Management System) User Experience (UX)

CMS – Key Functionality Requirements

- The CMS will be an Intranet-ONLY back end solution for modification of the data content displayed within the responsive front end MIM application.
- Suggested Access URLs:
 - <http://mim.mars>
 - <http://majorincidentmonitor.mars>
- CMS access is to be granted ONLY to members of the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'.
 - Modifications to the MIMSA group will be managed by the Global Support Team.
 - There will be NO user management from within the CMS, but changes to the MIMSA group must be automatically recognized by the CMS.
- The CMS (Content Management System) would update all information through a manual process (outlined within the slides that follow). All enterable data should be editable.
 - ***Please NOTE:*** The Phase 2 functionality of this CMS (*timeline TBD*) should allow for major incident data to be automatically pulled in from ServiceNOW.
 - ***Please NOTE:*** Once successfully 'restored' major incidents have been 'removed' from the CMS, the act of removal cannot be undone. There will be no archival function by which removed major incidents can be accessed for historical purposes. Once the live ServiceNOW feed has been established (again, in the future), ServiceNOW will be considered the historical source of all major incident records.
- The CMS 'ADFS Authentication' Log In screen should ONLY be displayed for first-time logins.
 - Once a given user has successfully logged in, that user will remain logged in.
 - If – and ONLY if – the cache of that user's web browser is cleared, that user will, once again, be greeted by the ADFS Authentication Log In screen.

CMS – ADFS Authentication Popup / Screen

The screenshot displays a web browser window with the following elements:

- Address Bar:** <https://login.microsoftonline.com/2fc13e34-f03f-498b-982a-7cb446e25bc>. It also shows "Identified by VeriSign" and "dotMars > Home".
- Product Logos:** A horizontal grid of logos for various brands including Uncle Ben's, Extra, Whiskas, M&M's, KitKats, Mars, Twix, Barfield, Skittles, MARS, Orbit, Kellogg's, ROYAL CANIN, Dove, Starburst, CocoaMo, Wabon Pearl, Nutro, Greenies, and Purina.
- MARS Logo:** Large blue text "MARS" with "incorporated" in black below it.
- User Selection:** A blue dropdown menu showing "John.Doe@effem.com" with a user icon and a plus sign. Below it is a button with a plus sign and the text "Use another account".
- Footer:** "Welcome to the Mars Portal", "© 2016 Microsoft", "Terms of use", "Privacy & Cookies", and the Microsoft logo.
- System Tray:** Shows the Windows logo, network, volume, and date/time (10:26 AM, 3/14/2016).

CMS – Default Dashboard Screen (No Incidents)



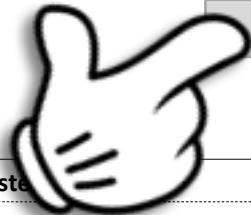
Logged in as Doe, John

CMS – Content Management System

Dashboard	Mars Service Index	Administration
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No major incident data.
Please click the **Create** button to add a new incident record.

Create Edit Remove



CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	Enter the ICD number here.		
Service *	Select Affected Service ▼		
Summary *	Enter 'Summary' description here.		
Business Impact *	Enter 'Business Impact' description here.		
Status *	Select Status ▼		
Start Time (MTO) *	00:00	AM ▼	<input type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00	AM ▼	<input type="checkbox"/> Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	Set Location(s) ▼		
Actions Taken	Enter 'Actions Taken' description here.		
Next Steps	Enter 'Next Steps' description here.		
Teams Involved	Enter 'Teams Involved' description here.		
History	Enter 'History' description here.		









* = Required Field

OK Cancel

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Select Affected Service ▼
Summary *	 Enter 'Summary' description here.
Business Impact *	 Enter 'Business Impact' description here.
Status *	Select Status ▼
Start Time (MTO) *	00:00 AM ▼ <input type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00 AM ▼ <input type="checkbox"/> Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	Set Location(s) ▼
Actions Taken	 Enter 'Actions Taken' description here.
Next Steps	 Enter 'Next Steps' description here.
Teams Involved	 Enter 'Teams Involved' description here.
History	 Enter 'History' description here.



* = Required Field

OK Cancel

lace
oe, John

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Select Affected Service ▲
Summary *	Service 1
Business Impact *	Service 2
Status *	Service 3
Start Time (MTO) *	Service 4
End Time (MTO) *	Service 5
Location *	Service 6
Actions Taken	Service 7
Next Steps	Service 8
Teams Involved	Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
History	Set Location(s) ▼







* = Required Field

OK Cancel

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Service 1
Summary *	 Enter 'Summary' description here.
Business Impact *	 Enter 'Business Impact' description here.
Status *	Select Status
Start Time (MTO) *	00:00 AM <input type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00 AM <input type="checkbox"/> Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	Set Location(s)
Actions Taken	 Enter 'Actions Taken' description here.
Next Steps	 Enter 'Next Steps' description here.
Teams Involved	 Enter 'Teams Involved' description here.
History	 Enter 'History' description here.









* = Required Field

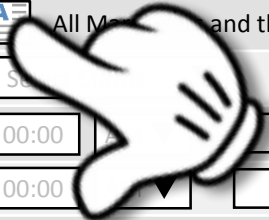
OK Cancel

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Service 1
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .
Business Impact *	 All Mars and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . .
Status *	Se
Start Time (MTO) *	00:00 <input type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00 <input type="checkbox"/> Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	Set Location(s)
Actions Taken	 Enter 'Actions Taken' description here.
Next Steps	 Enter 'Next Steps' description here.
Teams Involved	 Enter 'Teams Involved' description here.
History	 Enter 'History' description here.








* = Required Field

OK Cancel

CMS – Create Major Incident Record

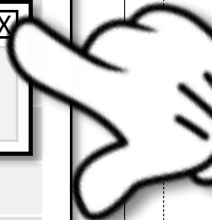
Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Service 1 ▼
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .
Business Impact *	All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email inboxes. The outage is occurring at a time when critical communications for various product approvals are expected. The impact is very HIGH. <input checked="" type="checkbox"/>
Status *	
Start Time (MTO) *	
End Time (MTO) *	00:00 AM ▼ <input type="checkbox"/> Service Restored After 000 Minutes of Service Disruption
Location *	Set Location(s) ▼
Actions Taken	 Enter 'Actions Taken' description here.
Next Steps	 Enter 'Next Steps' description here.
Teams Involved	 Enter 'Teams Involved' description here.
History	 Enter 'History' description here.

* = Required Field

OK Cancel



CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle







ICD (Incident)	6566
Service *	<input type="text" value="Service 1"/>
Summary *	<input type="text" value="Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31<sup>st</sup>."/>
Business Impact *	<input type="text" value="All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . ."/>
Status *	<input type="text" value="Select Status"/>
Start Time (MTO) *	<input type="text" value="00:00"/> <input type="text" value="AM"/> <input type="checkbox"/>
End Time (MTO) *	<input type="text" value="00:00"/> <input type="text" value="AM"/> <input type="checkbox"/> Service After <input type="text" value="000"/> Minutes of Service Disruption
Location *	<input type="text" value="Set Location(s)"/>
Actions Taken	<input type="text" value="Enter 'Actions Taken' description here."/>
Next Steps	<input type="text" value="Enter 'Next Steps' description here."/>
Teams Involved	<input type="text" value="Enter 'Teams Involved' description here."/>
History	<input type="text" value="Enter 'History' description here."/>

* = Required Field

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle







ICD (Incident)	6566
Service *	Service 1 ▼
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .
Business Impact *	 All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . .
Status *	Select Status ▲ High Medium Low Monitoring
Start Time (MTO) *	g Issue
End Time (MTO) *	Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	Set Location(s) ▼
Actions Taken	 Enter 'Actions Taken' description here.
Next Steps	 Enter 'Next Steps' description here.
Teams Involved	 Enter 'Teams Involved' description here.
History	 Enter 'History' description here.

*** = Required Field**

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Service 1 ▼
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .
Business Impact *	 All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . .
Status *	High ▼
Start Time (MTO) *	00:00 AM ▼ <input type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00 AM ▼ <input type="checkbox"/> Service Restored After <input type="checkbox"/> Minutes of Service Disruption
Location *	Set Location(s) ▼
Actions Taken	 Enter 'Actions Taken' description here.
Next Steps	 Enter 'Next Steps' description here.
Teams Involved	 Enter 'Teams Involved' description here.
History	 Enter 'History' description here.






* = Required Field

OK Cancel

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle







ICD (Incident)	6566
Service *	Service 1 ▼
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .
Business Impact *	 All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . .
Status *	High ▼
Start Time (MTO) *	10:45 AM ▼ <input checked="" type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00 AM ▼ <input type="checkbox"/> Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	<div style="border: 1px solid gray; padding: 5px;"><p>Set Location ▲</p><p><input checked="" type="checkbox"/> North America</p><p><input type="checkbox"/> South America</p><p><input checked="" type="checkbox"/> Europe/META</p><p><input type="checkbox"/> Asia-Pacific</p></div>
Actions Taken	
Next Steps	
Teams Involved	
History	 Enter 'History' description here.

*** = Required Field**

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Service 1
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .
Business Impact *	 All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . .
Status *	High
Start Time (MTO) *	10:45 AM <input checked="" type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00 AM <input type="checkbox"/> Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	Multiple Locations
Actions Taken	 Enter 'Actions Taken' description here.
Next Steps	 Enter 'Next Steps' description here.
Teams Involved	 Enter 'Teams Involved' description here.
History	 Enter 'History' description here.



* = Required Field







OK Cancel

lace
oe, John

CMS – Create Major Incident Record

Create Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566
Service *	Service 1 ▼
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .
Business Impact *	 All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . .
Status *	High ▼
Start Time (MTO) *	10:45 AM ▼ <input checked="" type="checkbox"/> Ongoing Issue
End Time (MTO) *	00:00 AM ▼ <input type="checkbox"/> Service Restored After <input type="text" value="000"/> Minutes of Service Disruption
Location *	Multiple Locations ▼
Actions Taken	 These are the actions taken.
Next Steps	 These are the next steps.
Teams Involved	 These are the teams involved.
History	 This is the incident history.

* = Required Field

OK 

CMS – Dashboard Screen (With Incidents)



Logged in as Doe, John

CMS – Content Management System

Dashboard | Mars Service Index | Administration

<input type="checkbox"/>	Service	ICD #	Impact (MIN)	Incident Summary
<input type="checkbox"/>	EMAIL	6672	0116 (Ongoing)	Multiple users – in all 4 regions – lost access to their mailboxes since 07:00 AM MTO Aug 31 st
<input type="checkbox"/>	REDPRAIRE	6571	0131 (Ongoing)	RedPrairie application is unavailable for Victorville (California, US) warehouse since 06:45 AM MTO Aug 31 st
<input checked="" type="checkbox"/>	NETWORKS	6569	0716 (Restored)	Users in multiple sales office sites of Wrigley China have experienced network issues since 9:00 PM MTO Aug 30 th
<input checked="" type="checkbox"/>	APOLLO	6564	0355 (Ongoing)	Apollo application has experienced slow performance for Europe and China businesses for about 6 hours in Aug 29 th
<input checked="" type="checkbox"/>	TRINITY	6566	0026 (Restored)	Trinity (SAP Production system) was not available for Latin America sites from 10:24 AM to 10:50 AM MTO Aug 30 th

Create Edit Save



CMS – Dashboard Screen (With Incidents)



CMS – Content Management System

Dashboard | Mars Service Index | Administration

<input type="checkbox"/>	Service	ICD #	Impact (M)	Incident Summary
<input type="checkbox"/>	EMAIL	6672	0116 (Ong	to their mailboxes since 07:00 AM MTO Aug 31 st
<input type="checkbox"/>	REDPRAIRE	6571	0131 (Ong	orville (California, US) warehouse since 06:45
<input checked="" type="checkbox"/>	NETWORKS	6569	0716 (Rest	China have experienced network issues since
<input checked="" type="checkbox"/>	APOLLO	6564	0355 (Ongoing)	performance for Europe and China businesses for about 6 hours in Aug 29 th
<input checked="" type="checkbox"/>	TRINITY	6566	0026 (Restored)	Trinity (SAP Production system) not available for Latin America sites from 10:24 AM to 10:50 AM MTO Aug 30 th

OK

Create Edit Remove

You can only edit one incident record at a time.

CMS – Dashboard Screen (With Incidents)



Logged in as Doe, John

CMS – Content Management System

Dashboard | Mars Service Index | Administration

<input type="checkbox"/>	Service	ICD #	Impact (MIN)	Incident Summary
<input type="checkbox"/>	EMAIL	6672	0116 (Ongoing)	Multiple users – in all 4 regions – lost access to their mailboxes since 07:00 AM MTO Aug 31 st
<input type="checkbox"/>	REDPRAIRE	6571	0131 (Ongoing)	RedPrairie application is unavailable for Victorville (California, US) warehouse since 06:45 AM MTO Aug 31 st
<input type="checkbox"/>	NETWORKS	6569	0716 (Restored)	Users in multiple sales office sites of Wrigley China have experienced network issues since 9:00 PM MTO Aug 30 th
<input type="checkbox"/>	APOLLO	6564	0355 (Ongoing)	Apollo application has experienced slow performance for Europe and China businesses for about 6 hours in Aug 29 th
<input checked="" type="checkbox"/>	TRINITY	6566	0026 (Ongoing)	Trinity (SAP Production system) was not available for Latin America sites from 10:24 AM to 10:50 AM MTO Aug 30 th







Create Edit Save



CMS – Edit Major Incident Record

Edit Major Incident Record

ALL Fields Remain Editable Through Incident Lifecycle

ICD (Incident)	6566		
Service *	Service 1 ▼		
Summary *	 Multiple users lost access to their mailboxes since 07:00 AM MTO Aug 31 st .		
Business Impact *	 All Mars users and third party partners dependent on Mars-provisioned mailboxes are unable to use email . . .		
Status *	High ▼		
Start Time (MTO) *	10:45	AM ▼	<input type="checkbox"/> Ongoing Issue
End Time (MTO) *	11:11	AM ▼	<input checked="" type="checkbox"/> Service Restored After <input type="text" value="026"/> Minutes of Service Disruption
Location *	Multiple Locations ▼		
Actions Taken	 These are the actions taken.		
Next Steps	 These are the next steps.		
Teams Involved	 These are the teams involved.		
History	 This is the incident history.		

* = Required Field

OK 

CMS – Dashboard Screen (With Incidents)



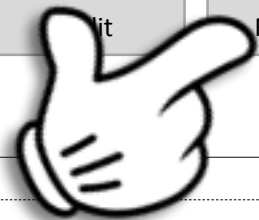
Logged in as Doe, John

CMS – Content Management System

Dashboard | Mars Service Index | Administration

<input type="checkbox"/>	Service	ICD #	Impact (MIN)	Incident Summary
<input type="checkbox"/>	EMAIL	6672	0116 (Ongoing)	Multiple users – in all 4 regions – lost access to their mailboxes since 07:00 AM MTO Aug 31 st
<input type="checkbox"/>	REDPRAIRE	6571	0131 (Ongoing)	RedPrairie application is unavailable for Victorville (California, US) warehouse since 06:45 AM MTO Aug 31 st
<input checked="" type="checkbox"/>	NETWORKS	6569	0716 (Restored)	Users in multiple sales office sites of Wrigley China have experienced network issues since 9:00 PM MTO Aug 30 th
<input type="checkbox"/>	APOLLO	6564	0355 (Ongoing)	Apollo application has experienced slow performance for Europe and China businesses for about 6 hours in Aug 29 th
<input checked="" type="checkbox"/>	TRINITY	6566	0026 (Restored)	Trinity (SAP Production system) was not available for Latin America sites from 10:24 AM to 10:50 AM MTO Aug 30 th

Create Edit Remove



Mars Proprietary System Disclaimer

CMS – Dashboard Screen (With Incidents)



Logged in as Doe, John

CMS – Content Management System

Dashboard Mars Service Index Administration

<input type="checkbox"/>	Service	ICD #	
<input type="checkbox"/>	EMAIL	6672	boxes since 07:00 AM MTO Aug 31 st
<input type="checkbox"/>	REDPRAIRE	6571	rnia, US) warehouse since 06:45
<input checked="" type="checkbox"/>	NETWORKS	6569	experienced network issues since
<input type="checkbox"/>	APOLLO	6564	r Europe and China businesses for
<input checked="" type="checkbox"/>	TRINITY	6566	0026 (Restored Production system) was not available for Latin America sites from 10:24 AM to MTO Aug 30 th

Are you sure you want to remove the selected major incident record(s)? This action cannot be undone.

OK Cancel

Create Edit Remove

CMS – Dashboard Screen (With Incidents)



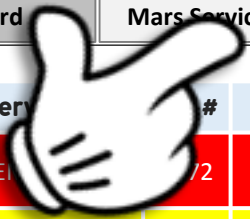
Logged in as Doe, John

CMS – Content Management System

Dashboard Mars Service Index Administration

<input type="checkbox"/>	Service #	Impact (MIN)	Incident Summary
<input type="checkbox"/>	ELI	0116 (Ongoing)	Multiple users – in all 4 regions – lost access to their mailboxes since 07:00 AM MTO Aug 31 st
<input type="checkbox"/>	REDPRAIRE	0131 (Ongoing)	RedPrairie application is unavailable for Victorville (California, US) warehouse since 06:45 AM MTO Aug 31 st
<input type="checkbox"/>	APOLLO	0355 (Ongoing)	Apollo application has experienced slow performance for Europe and China businesses for about 6 hours in Aug 29 th

Create Edit Remove



CMS – Mars Service Index Screen

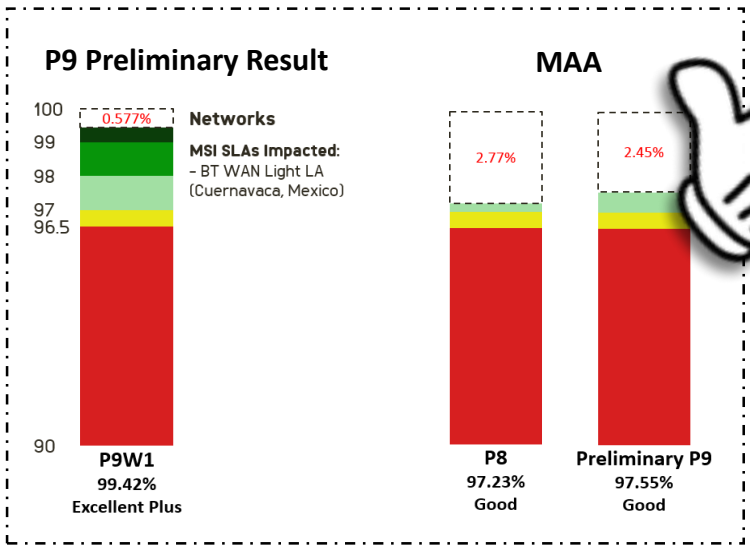


Logged in as Doe, John

CMS – Content Management System

- Dashboard
- Mars Service Index
- Administration

SLA Impact Chart



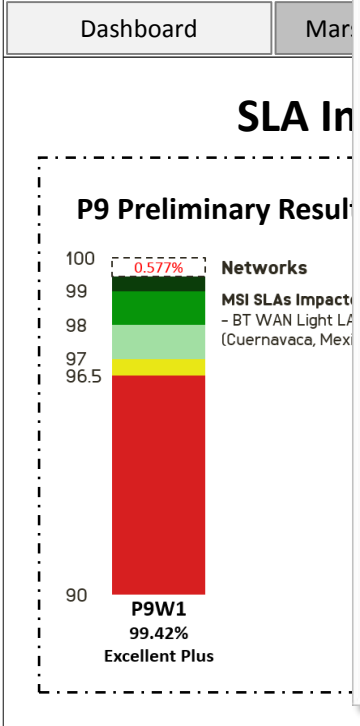
Browse New Chart

Use 'Browse New Chart' to upload and replace the current image. Resolution must be 1024 x 768 pixels and format can be JPG or PNG.

MSI Availability SLAs

Use 'MSI Availability SLAs' to view and modify a high-level list of SLAs.

CMS – Mars Service Index Screen – Updating Impact Chart



Browse Files

Location Of File: [Dropdown]

Name: [List of files]

File name:

Files of type:

be the current image.
format can be JPG or PNG.

by a high-level list of SLAs.



CMS – Mars Service Index Screen

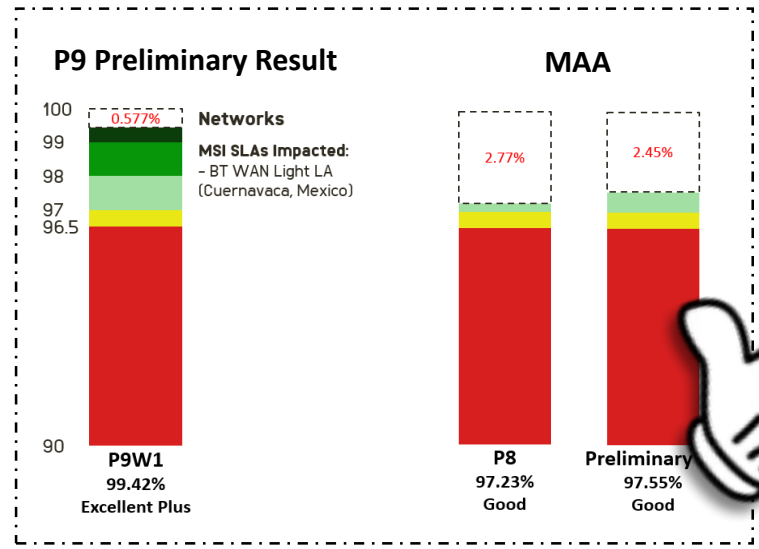


Logged in as Doe, John

CMS – Content Management System

- Dashboard
- Mars Service Index
- Administration

SLA Impact Chart



Browse New Chart

Use 'Browse New Chart' to upload and replace the current image. Resolution must be 1024 x 768 pixels and format can be JPG or PNG.

MSI Availability SLAs

Use 'MSI Availability SLAs' to view and modify a high-level list of SLAs.

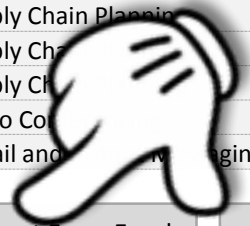
CMS – Mars Service Index Screen – Availability SLAs List



Logged in as Doe, John

CMS – Content Management System

Service	SLA	Max Outage (Minutes)	<input type="checkbox"/>
ERP	ATLAS Availability	0028	
ERP	ECC WWY Availability	0028	
ERP	Panorama CRM Availability	0159	
ERP	Panorama R3 Availability	0159	
Operational Reporting and BI	BW System Availability (Actual) - YTD	1128	
Supply Chain Planning	Apollo Demand Availability	0660	
Supply Chain Planning	Apollo Demand Food & Non-US Choc Availability	0840	
Supply Chain Planning	Apollo Demand Petcare Availability	0720	
Supply Chain Planning	Apollo Demand US Choc V4 Availability	0720	
Supply Chain Planning	Apollo Sequencing AM Chocolate On-Line Availability	0360	
Supply Chain Planning	Apollo Sequencing AM Food On-Line Availability	0360	
Supply Chain Planning	Apollo Sequencing AM Pet On-Line Availability	0360	
Supply Chain Planning	Apollo Sequencing EU On-Line Availability	0336	
Supply Chain Planning	Apollo Supply EU On-Line Availability	0336	
Audio Conferencing	BT Audio Conferencing Availability	0576	
E-mail and Document Imaging	MS BPOS OCS Availability	0080	



Import From Excel Export To Excel

OK

CMS – Mars Service Index Screen – Availability SLAs List



Logged in as Doe, John

CMS – Content Management System

Service	SLA	Max Outage (Minutes)
ERP	ATLAS Availability	0028
ERP		0028
ERP		0159
ERP		0159
Operational Reporting and BI		1128
Supply Chain Planning		0660
Supply Chain Planning		0840
Supply Chain Planning		0720
Supply Chain Planning		0720
Supply Chain Planning		0360
Supply Chain Planning		0360
Supply Chain Planning		0360
Supply Chain Planning	Apollo On-Line Availability	0336
Supply Chain Planning	Apollo On-Line Availability	0336
Audio Conferencing	BT Conferencing Availability	0576
E-mail and Instant Messaging	MS Exchange Availability	0080

Are you sure you want to import new data? Existing data will be replaced. This action cannot be undone.



Import From Excel Export To Excel OK

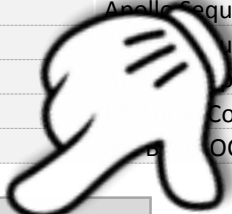
CMS – Mars Service Index Screen – Availability SLAs List



Logged in as Doe, John

CMS – Content Management System

Service	SLA	Max Outage (Minutes)	X
ERP	ATLAS Availability	0028	
Video Conferencing	BT Video Conferencing Availability	0037	
ERP	Panorama CRM Availability	0159	
ERP	Panorama R3 Availability	0159	
Operational Reporting and BI	BW System Availability (Actual) - YTD	1128	
Supply Chain Planning	Apollo Demand Availability	0660	
Supply Chain Planning	Apollo Demand Food & Non-US Choc Availability	0840	
Supply Chain Planning	Apollo Demand Petcare Availability	0720	
Supply Chain Planning	Apollo Demand US Choc V4 Availability	0720	
Supply Chain Planning	Apollo Sequencing AM Chocolate On-Line Availability	0360	
Operational Reporting and BI	BW System Availability (Plan) - MTD	0450	
Supply Chain Planning	Apollo Sequencing AM Pet On-Line Availability	0360	
Supply Chain Planning	Video Conferencing EU On-Line Availability	0336	
Supply Chain Planning	Supply EU On-Line Availability	0336	
Audio Conferencing	Audio Conferencing Availability	0576	
E-mail and Instant Messaging	Instant Messaging OCS Availablilty	0080	



Import From Excel

Export To Excel

OK

CMS – Mars Service Index Screen – Availability SLAs List



Logged in as Doe, John

CMS – Content Management System

Service	SLA	Max Outage (Minutes)	<input type="checkbox"/>
ERP	ATLAS Availability	0028	
ERP	ECC WWY Availability	0028	
ERP	Panorama CRM Availability	0159	
ERP	Panorama R3 Availability	0159	
Operational Reporting and BI	BW System Availability (Actual) - YTD	1128	
Supply Chain Planning	Apollo Demand Availability	0660	
Supply Chain Planning	Apollo Demand Food & Non-US Choc Availability	0840	
Supply Chain Planning	Apollo Demand Petcare Availability	0720	
Supply Chain Planning	Apollo Demand US Choc V4 Availability	0720	
Supply Chain Planning	Apollo Sequencing AM Chocolate On-Line Availability	0360	
Supply Chain Planning	Apollo Sequencing AM Food On-Line Availability	0360	
Supply Chain Planning	Apollo Sequencing AM Pet On-Line Availability	0360	
Supply Chain Planning	Apollo Sequencing EU On-Line Availability	0336	
Supply Chain Planning	Apollo Supply EU On-Line Availability	0336	
Audio Conferencing	BT Audio Conferencing Availability	0576	
E-mail and Instant Messaging	MS BPOS OCS Availablility	0080	

Import From Excel

Export To Excel

OK



CMS – Mars Service Index Screen



Logged in as Doe, John

CMS – Content Management System

Dashboard Mars Service Index Administration

SLA Impact Chart

P9 Preliminary Result

Period	SLA Impact (%)	Quality
P9W1	99.42%	Excellent Plus
P8	97.23%	Good
Preliminary P9	97.55%	Good

Networks
MSI SLAs Impacted:
- BT WAN Light LA (Cuernavaca, Mexico)

0.577% (P9W1), 2.77% (P8), 2.45% (Preliminary P9)

[Browse New Chart](#)

Use 'Browse New Chart' to upload and replace the current image. Resolution must be 1024 x 768 pixels and format can be JPG or PNG.

[MSI Availability SLAs](#)

Use 'MSI Availability SLAs' to view and modify a high-level list of SLAs.

Mars Proprietary System Disclaimer

CMS – Administration Screen



Logged in as Doe, John

CMS – Content Management System

- Dashboard
- Mars Service Index
- Administration**

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.



Incident Status

<input type="checkbox"/> High		
<input type="checkbox"/> Medium		
<input type="checkbox"/> Low		
<input type="checkbox"/> Monitoring		

- Add
- Edit
- Remove

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

- Add
- Edit
- Remove

Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

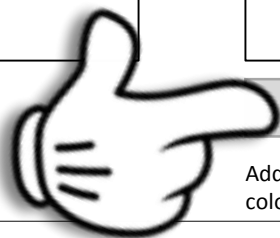
<input type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲▼

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Buttons: Add | Edit | Remove

Instructions: Add a status or select a status to edit (name, color, or order) or remove. Add service or select a service to edit or remove.



Mars Proprietary System Disclaimer

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

<input type="checkbox"/>	Incident Status		
<input type="checkbox"/>	High	Red circle	Up/Down arrows
<input type="checkbox"/>	Medium	Yellow circle	Up/Down arrows
<input type="checkbox"/>	Low	Blue circle	Up/Down arrows
<input type="checkbox"/>	Monitoring	Green circle	Up/Down arrows
<input type="checkbox"/>	New Status	White circle	Up/Down arrows

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user changes within MIM.

Incident Status

<input type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲▼
<input checked="" type="checkbox"/>	New Status		▲▼

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add Edit Remove

Add Edit Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user changes within MIM.

Incident Status

<input type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲▼
<input checked="" type="checkbox"/>	New Status		▲▼

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add Edit Remove

Add Edit Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲▼
<input checked="" type="checkbox"/>	Urgent		▲▼

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

<input type="checkbox"/>	Incident Status		
<input type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲▼
<input checked="" type="checkbox"/>	Urgent		▲▼

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>
<input checked="" type="checkbox"/>		<input type="checkbox"/>

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

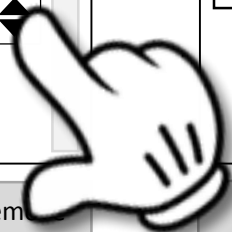
<input type="checkbox"/>	Incident Status		
<input type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲▼
<input checked="" type="checkbox"/>	Urgent		▲▼

<input type="checkbox"/>	Services
<input type="checkbox"/>	EMAIL
<input type="checkbox"/>	REDPRAIRE
<input type="checkbox"/>	NETWORKS
<input type="checkbox"/>	APOLLO
<input type="checkbox"/>	TRINITY

Buttons: Add | Edit | Remove | Add | Edit | Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.



CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>			
<input checked="" type="checkbox"/>	Urgent		▲▼
<input type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲▼

Services

<input type="checkbox"/>	
<input type="checkbox"/>	EMAIL
<input type="checkbox"/>	REDPRAIRE
<input type="checkbox"/>	NETWORKS
<input type="checkbox"/>	APOLLO
<input type="checkbox"/>	TRINITY

Incident Status description: Add a status or select a status to edit (name, color, or order) or remove.

Services description: Add service or select a service to edit or remove.

CMS – Administration Screen – Add New Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

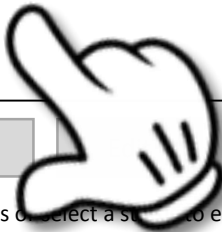
<input type="checkbox"/>	Urgent		
<input type="checkbox"/>	High		
<input type="checkbox"/>	Medium		
<input type="checkbox"/>	Low		
<input type="checkbox"/>	Monitoring		

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add service or select a service to edit or remove.



CMS – Administration Screen – Edit Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>	Urgent		
<input checked="" type="checkbox"/>	High		
<input type="checkbox"/>	Medium		
<input checked="" type="checkbox"/>	Low		
<input type="checkbox"/>			

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Incident Status: Add a status or select a status to edit (name, color, or order) or remove.

Services: Add service or select a service to edit or remove.

CMS – Administration Screen – Edit Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

<input type="checkbox"/>	Incident Status		
<input type="checkbox"/>	Urgent		▲▼
<input checked="" type="checkbox"/>	High		▲▼
<input type="checkbox"/>	Medium		▲▼
<input checked="" type="checkbox"/>	Low		▲▼
<input type="checkbox"/>	Monitoring		▲

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add service or select a service to edit or remove.

CMS – Administration Screen – Edit Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

You can only edit one status type at a time.

OK

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add Edit Remove

Add Edit Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

<input type="checkbox"/>	Incident Status		
<input type="checkbox"/>	Urgent		
<input checked="" type="checkbox"/>	High		
<input type="checkbox"/>	Medium		
<input checked="" type="checkbox"/>	Low		
<input type="checkbox"/>	Monitoring		

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Are you sure you want to remove the selected status(es)? This action cannot be undone.

OK Cancel

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add Edit Remove

Add Edit Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/> Urgent		
<input type="checkbox"/> Medium		
<input type="checkbox"/> Monitoring		

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>	Urgent		
<input type="checkbox"/>	Medium		
<input type="checkbox"/>	Monitoring		

Services

<input type="checkbox"/>	EMAIL
<input checked="" type="checkbox"/>	REDPRAIRE
<input type="checkbox"/>	NETWORKS
<input type="checkbox"/>	APOLLO
<input type="checkbox"/>	TRINITY

Note: A hand icon points to the 'Remove' button in the Incident Status section.

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>	Urgent		
<input type="checkbox"/>	Medium		
<input type="checkbox"/>	Monitoring		

Add Edit Remove

Services

- EMAIL
- REDPRAIRE
- NETWORKS
- APOLLO
- TRINITY

Add Edit Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

<input type="checkbox"/>	Incident Status		
<input type="checkbox"/>	Urgent		▲▼
<input type="checkbox"/>	Medium		▲▼
<input type="checkbox"/>	Monitoring		▲▼

- Add
- Edit
- Remove

Add a status or select a status to edit (name, color, or order) or remove.

<input type="checkbox"/>	Services
<input type="checkbox"/>	EMAIL
<input checked="" type="checkbox"/>	REDPRAIRE
<input type="checkbox"/>	NETWORKS
<input type="checkbox"/>	APOLLO
<input type="checkbox"/>	TRINITY



- Edit
- Remove

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

- Dashboard
- Mars Service Index
- Administration**

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status


<input type="checkbox"/> Urgent		
<input type="checkbox"/> Medium		
<input type="checkbox"/> Monitoring		

- Add
- Edit
- Remove

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS
- APOLLO
- TRINITY



- Add
- Edit
- Remove

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

- Dashboard
- Mars Service Index
- Administration**

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status


<input type="checkbox"/> Urgent		
<input type="checkbox"/> Medium		
<input type="checkbox"/> Monitoring		

- Add
- Edit
- Remove

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS
- APOLLO
- TRINITY



- Add
- Edit
- Remove

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>	Urgent		
<input type="checkbox"/>	Medium		
<input type="checkbox"/>	Monitoring		

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS
- APOLLO
- TRINITY

Add Edit Remove

Add Edit Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

Mars Proprietary System Disclaimer

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

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- Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/> Urgent		
<input type="checkbox"/> Medium		
<input type="checkbox"/> Monitoring		

- Add
- Edit
- Remove

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS
- APOLLO
- TRINITY

- Add
- Edit
- Remove

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

You can only edit one service at a time.

OK

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS
- APOLLO
- TRINITY

Add Edit Remove

Add Edit Remove

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status


<input type="checkbox"/>	Urgent		
<input type="checkbox"/>	Medium		
<input type="checkbox"/>	Monitoring		

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS
- APOLLO
- TRINITY

Add service or select a service to edit or remove.



CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

Navigation: Dashboard | Mars Service Index | Administration

ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Are you sure you want to remove the selected service(s)? This action cannot be undone.

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS
- APOLLO
- TRINITY

Add a status or select a status to edit (name, color, or order) or remove.

Add service or select a service to edit or remove.



CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System

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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/> Urgent		
<input type="checkbox"/> Medium		
<input type="checkbox"/> Monitoring		

- Add
- Edit
- Remove

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS

- Add
- Edit
- Remove

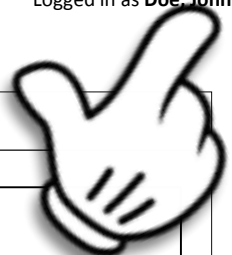
Add service or select a service to edit or remove.

CMS – Administration Screen – Remove Incident Status



Logged in as Doe, John

CMS – Content Management System



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ATTENTION: MIM CMS ADMIN

User access to the MIM (Major Incident Monitor) application is controlled by the Mars Security Group entitled 'Major Incident Monitor Security Access (MIMSA)'. You must update that group in order to add, modify, or remove access for one or more users. Modifications to MIMSA Group will trigger recognition of those user access changes within MIM.

Incident Status

<input type="checkbox"/>	Urgent		
<input type="checkbox"/>	Medium		
<input type="checkbox"/>	Monitoring		

Add a status or select a status to edit (name, color, or order) or remove.

Services

- EMAIL
- BLUEHILLTOP
- NETWORKS

Add service or select a service to edit or remove.