Ashford Business Services Ltd

System Outage Notice Template

A letter to affected users: what is down, what to do instead, and when the next update will come.

Notice details

Notice reference number	JOB-1042
Type of outage	Type of outage: planned maintenance or unplanned outage
Date of this notice	9 November 2026
System or service affected	Sarah Mitchell

Part 1. Outage notice

Subject: Subject line for this outage notice

Dear Recipient group for this outage notice,

Sarah Mitchell is currently unavailable / will be unavailable 10:30 am. This notice explains what is affected, what you should do, and when you will hear from us next.

What is happening: Plain-language description of what is happening, without technical detail that does not help the reader. as agreed at the meeting.

What is affected: Boardroom, 12 Church Street, Birmingham

When: from 9 November 2026 to 9 November 2026. All times are in 10:30 am.

Why, where this can be shared: Reason for this outage, in terms a non-technical reader can understand. omit this paragraph if the reason is not yet known or cannot be shared. as agreed at the meeting.

What you should do: Instructions for affected users, including anything they should save, avoid doing, or do differently until service returns.

Workaround: Workaround available during this outage, or confirmation that no workaround is available.

Do not report this again unless: Condition under which users should still contact support, if they are affected outside the groups listed above.

Next update: we will update you by 9 November 2026, or sooner if service is restored before then.

Contact: Contact details for questions about this outage as agreed at the meeting. Please quote reference JOB-1042 when you contact us.

Thank you for your patience while we restore service / complete this maintenance.

Sarah Mitchell

Office Manager

Part 2. All-clear notice

Use this shorter notice when service is restored. Send it through the same channel as Part 1, so everyone who saw the outage notice also sees the all-clear.

Subject: Subject line for the all-clear notice

Dear Recipient group for the all-clear notice,

Ashford Business Services Ltd

Sarah Mitchell is back in normal operation as of 9 November 2026. Please return to your normal way of working.

If anything you entered during the outage appears to be missing, or if anything still does not work as expected, contact Contact details for follow-up after this outage as agreed at the meeting. and quote reference JOB-1042.

Sarah Mitchell

Office Manager

Part 3. Before sending checklist

	The affected systems, groups, and locations have been checked against the current incident record, not copied from a previous notice.
	Start and end times, and the time zone, are stated in the notice itself, not left for readers to assume.
	The workaround has been tested by someone other than the person who wrote it, where a workaround is offered.
	The next update time is a time the team can actually meet, and someone owns sending that update.
	The notice has been sent through a channel that still works during this outage, not only through the affected system itself.