

# Alerts and Notifications

## Definition

UMassOnline currently provides an Alerts and Notification service for several supported systems including:

- [Blackboard Vista](#)
- [UMassOnline.net & Log-in Pages](#)
- [Blackboard Learn](#)
- [Confluence](#)
- [JIRA](#)
- [Helix Streaming Server](#)
- [Blackboard Learn Mobile](#)
- [OWL](#)

## Stakeholders

**BO:** Kevin O'Brien

**PO:** Kevin O'Brien

**TO:** Kevin O'Brien

**Others:** UITS

## Background

UMassOnline's Technology Team's mission is to "identify, develop and support technology-based [services](#) and [systems](#) beyond the resources of individual institutions as well as those services and systems that would be replicated on each campus." A portion of that support is provided by monitoring the systems using 3rd party software that provides Alerts & Notifications to our stakeholders when there is an issue with a system that is hosted by UMassOnline (or a 3rd party host that we use to provide a system or service to you).

## Community

UMassOnline's community of Alert & Notification recipients (see above) receive Alerts & Notifications when there is an issue with a supported system. In addition, they receive monthly reports indicating uptime percentage, availability and performance.

## Costs

## Licensing

UMassOnline currently holds the license for AlertSite (system used to provide Alert & Notification service) for internal team members. If you are interested in obtaining a Read-Only account to access AlertSite, [please submit a ticket here](#).

## Support

Support for Alerts & Notifications (specific to UMassOnline) is provided by [UMassOnline](#) and [AlertSite](#). If you require assistance with AlertSite, [please create a ticket by clicking here](#).

## Current Status

```
<a href="https://confluence.
umassonline.net/plugins/servlet
/gadgets/ifr?
container=atlassian&
mid=3605651062784&
country=US&lang=en&
view=default&view-params=%
7B%22writable%22%3A%22false%
22%7D&st=atlassian%
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up_isReallyConfigured=true&
up_title=AlertSite%2520Activity%
2520Stream&
up_titleRequired=true&
up_numofentries=10&
up_refresh=15&
up_maxProviderLabelCharacters=50
&up_rules=%257B%
2522providers%2522%253A%
255B%257B%2522provider%2522%
253A%2522streams%2522%252C%
2522rules%2522%253A%255B%
257B%2522rule%2522%253A%
2522key%2522%252C%
2522operator%2522%253A%
2522is%2522%252C%2522value%
2522%253A%255B%
2522MONITORING%2522%255D%
252C%2522type%2522%253A%
2522select%2522%257D%255D%
257D%252C%257B%2522provider%
2522%253A%2522issues%2522%
252C%2522rules%2522%253A%
255B%255D%257D%252C%257B%
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2522rules%2522%253A%255B%
255D%252C%2522disabled%2522%
253Atrue%257D%255D%
257D&
up_renderingContext=&
up_keys=&up_itemKeys=&
up_username=&url=https%3A%
2F%2Fjira.umassonline.net%2Frest%
2Fgadgets%2F1.0%2Fg%2Fcom.
atlassian.streams.streams-jira-
plugin%3Aactivitystream-gadget%
2Fgadgets%2Factivitystream-gadget.
xml&libs=auth-
refresh#rptoken=1166803129"
>Activity Stream</a>
```