

The LMS365 Service Health Status page

The LMS365 Service Health Status page <https://status.lms365.com> provides an overview of the current and past health status of LMS365. This document describes what information you can find on the page and how the page helps you, as an LMS365 customer, to stay informed about the LMS365 product health status.

What information can be found on the Health Status page?

ELEARNINGFORCE regularly provides updates to the LMS365 platform with the purpose of ensuring security, performance, availability, and providing new features and functionality.

If these updates affect the performance of LMS365 services or applications, this will be communicated on the LMS365 Service Health Status page. You can expect communication with the following events:

- **Major Releases**

Every sixth week, we release a new major version of the LMS365 product that will introduce new features, improvements, as well as bug fixes. As some performance degradation might occur during the deployment of major releases, the event of a major release is always communicated via the LMS365 Service Health Status page.

- **Hotfixes and security updates**

In between major releases, the product is updated with hotfixes and security updates. As these updates usually does not influence the operation of LMS365 services and applications, we solely inform of hotfixes and security updates on the LMS365 Service Health Status page if an update disturbs the performance of LMS365.

- **Daily operation**

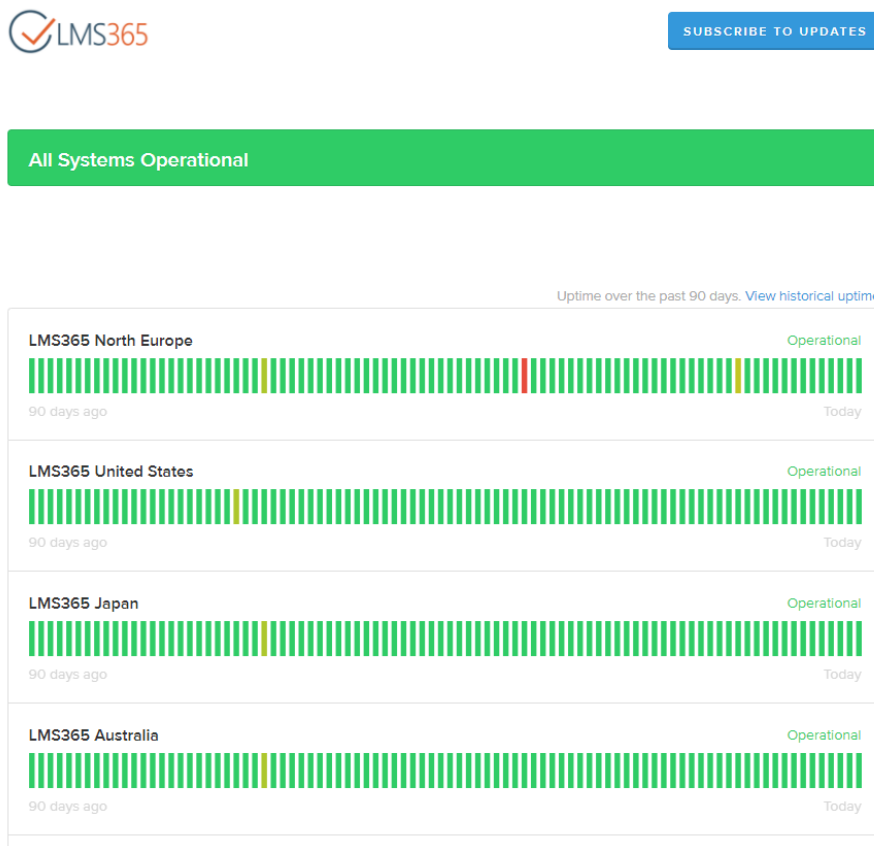
You can follow the operation of LMS365 on a daily basis to get a current and historical view on service incidents and which regions these affect.

With all service incidents, you can see the start and end time of the events plus a postmortem report.

How to find information at the LMS365 Service Health Status page

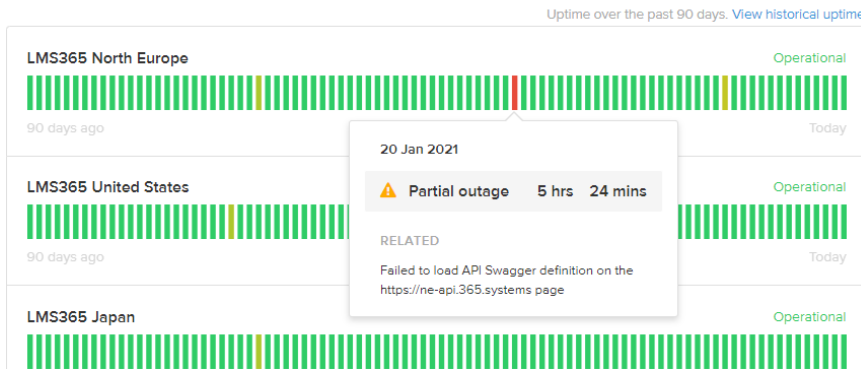
To see the current and past health status of LMS365, please go to the LMS365 Service Health Status page at <https://status.lms365.com>.

On the LMS365 Service Health Status page, the health state of each region is shown in a row format.



You can check the health history for the last 90 days and read the incident report to understand the root of the problem and see steps to solve it.

All Systems Operational



The LMS365 health states

In the LMS365 Service Health Status page, the health status of LMS365 is described with the following labels:

Operational

Operational means exactly what it sounds like. All systems are functional and responds in a timely manner.

Under maintenance

The LMS365 product teams regularly rolls out new releases and product updates. Involved regions are working, but can experience slow performance.

Degraded performance

Degraded performance means that one of our services or applications is working, but is slow or otherwise impacted in a minor way. An example of this would be an unusually high amount of traffic that negatively affects performance.

Partial outage

Partial outage means that one of our services or applications is completely unavailable for a subset of customers, but work for the rest.

Major outage

Major outage is used when LMS35 is unavailable for customers or our functionality is broken.

The status of incidents

We provide service incidents with one of the below four statuses. The status information is updated every hour to provide current information about the investigation process.

Investigating

We know about the problem and we see the symptoms of the issue, but are unaware of the root cause.

Identified

We have found the root cause of the incident and are working on a fix.

Monitoring

We have fixed the issue or created a hotfix and are testing to ensure the system behavior is correct.

Resolved

The root cause of the issue has been eliminated and the systems are back to 100% performance.

How to sign up for notifications

To receive communication about the health status of LMS365, you can subscribe to updates via email or employ webhooks to get notifications in your internal systems.

The screenshot shows the LMS365 status page with a green banner at the top that reads "All Systems Operational". Below the banner, there are three status bars for "LMS365 North Europe", "LMS365 United States", and "LMS365 Japan", each labeled "Operational". A modal window is open over the page, titled "SUBSCRIBE TO UPDATES". The modal contains the text: "Get email notifications whenever LMS365 creates, updates or resolves an incident." Below this is an "Email Address" input field and a "SUBSCRIBE VIA EMAIL" button. At the bottom of the modal, it says: "By subscribing you agree to our Privacy Policy. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

The screenshot shows the LMS365 status page with a green banner at the top that reads "All Systems Operational". Below the banner, there are two status bars for "LMS365 North Europe" and "LMS365 United States", both labeled "Operational". A modal window is open over the page, titled "SUBSCRIBE TO UPDATES". The modal contains the text: "Get webhook notifications whenever LMS365 creates an incident, updates an incident, resolves an incident or changes a component status." Below this is a text input field containing "http://www.yourdomain.com/endpola", followed by the text "The URL we should send the webhooks to". Below that is an "Email Address" input field and the text "We'll send you email if your endpoint fails". At the bottom of the modal is a "SUBSCRIBE" button. At the very bottom of the modal, it says: "By subscribing you agree to our Privacy Policy. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."