



IMS Briefing example

Good morning, this is Mary Jones - Group 1 LNO.

The time is now 10:20 UTC. I have two issues to brief everyone on and this briefing is expected to take less than two minutes.

Here are the main points I will cover:

The first issue is that at 09:0150 UTC our customers began receiving error messages when attempting to login. Initially only five percent of our user base was affected but this number quickly escalated to one hundred percent. We are currently engaged with our support teams and are working to determine the cause of this problem.

The second item is that as we're still working to determine the cause of this issue - there is no estimated resolution time, and the root cause is unknown.

In closing, we understand the severity of this issue and are working diligently to restore service to our customers. We intend to provide additional information as to the cause of this issue and our projected resolution time at our next briefing at 11:00 UTC.

Based on my briefing, is there any additional information I can provide?