# Griffith Service Manager
GSM Announcements Guide

Access Griffith Service Manager (GSM)

- Ensure you have an internet connection
- Test Environment: griffithtest.cherwellondemand.com/cherwellclient
- Griffith Service Manager: griffith.cherwellondemand.com/cherwellclient
- Log in using Griffith Single Sign-On with your Username and Password

The GSM Announcements service enables quick creation and broadcasting of email announcements, associated with scheduled service maintenance and unplanned service interruptions. The announcements go to subscribers of the service, and a link is provided to unsubscribe.

1. To subscribe, use the following link:
   https://serviceportal.griffith.edu.au/CherwellPortal/gsmannouncements

2. To create an announcement not related to any existing incidents, in GSM, click on the "New / New GSM Announcement" menu item.
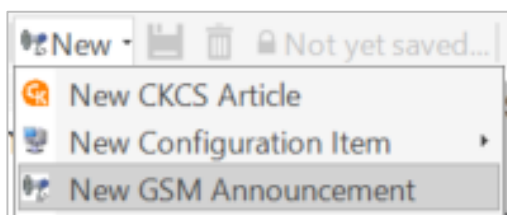
3. To create a new announcement associated with an existing incident, open the Incident, and ensure you enter values for the "Category" and "Subcategory" fields. Next, in the "I Want to:" section, click the "Create New Announcement" link.

4. Complete the "GSM Announcement" form as shown below

You must select which type of announcement you want to make before completing the announcement details.

For scheduled maintenance select "Service maintenance announcement".
For other types select "Unplanned service interruption announcement":

5. If you want to add additional recipients to the announcement, click on the "Add additional recipients" link.
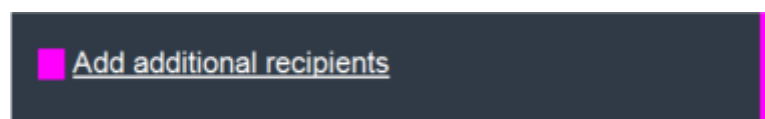
A window will pop up, where you can select additional recipients for the announcement.

The "Customers" tag, on the right, will hold the list of selected addressees, and it allows adding or removing addressees to the list.

6. Press the "Send New" button, to send your announcement.
The Announcement will be sent to all subscribers and additional recipients. It will appear in the Service Availability Page, and in the GSM Announcements widget on your GSM dashboard.

7.   The program will ask if this is the final message for this issue:
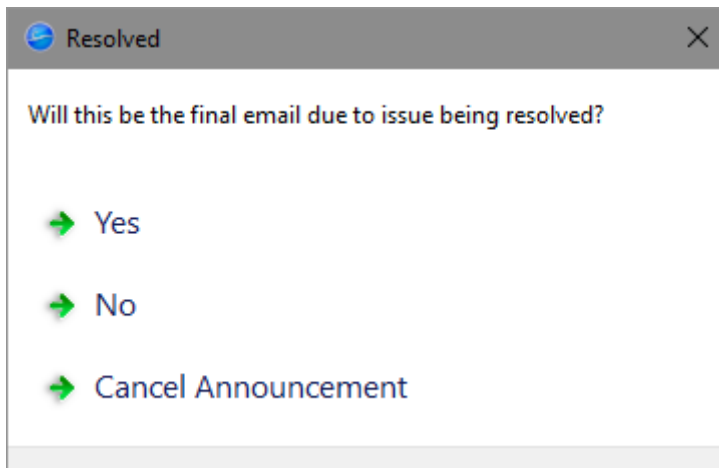
8. To send an update to an announcement, when you finish editing it, click the "Send Update" button.

9. To resolve the Announcement, click "Yes" on the "Resolved" dialog.

   For more details refer to the GSM Announcements Manual.

The following is the link to the Service Availability Page:
https://www.griffith.edu.au/digital-solutions/service-availability

Unplanned service interruptions are listed under the "Notifications" tab.
Scheduled service maintenance is listed under the "Maintenance" tab.

Support

Requirements

For additional inclusions for amendments to GSM:

- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
  - **Service**: Business Application
  - **Category**: Griffith Service Manager
  - **Subcategory**: Enhancement

Online resources

Visit the Service Management Office website:
http://intranet.secure.griffith.edu.au/computing/service-management for self-help resources and reference guides

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