# Scheduled Maintenance Announcement – Workflow Documentation

## Use Case

Notify users ahead of a planned maintenance window. This automation facilitates proactive communication, ensuring that affected stakeholders are informed in a timely manner and reducing user impact during change execution.

## Trigger

Change status = Scheduled

## Condition

Change Type = Maintenance

## Actions

* Post announcement on the Freshservice portal
* Email subscribed users of affected service(s)
* Create a task for Change Owner to verify communication was received

## ITIL Practices Involved

* Change Enablement
* Service Continuity Management
* Customer Communication

## Workflow Node Breakdown

1. Event Node – Change status is updated to Scheduled
2. Condition Node – Change Type = Maintenance
3. Action Node – Post announcement on portal
4. Action Node – Send email to subscribers of affected services
5. Action Node – Create a task for Change Owner to confirm communication