# Record outages and verify service availability

Model interruption and planned maintenance, publish status, and interpret availability evidence.

https://docs.qintoravacloud.com/guides/outages/

## Open an outage

Open the Outages & availability workspace. Select planned maintenance, unplanned interruption, or degradation. Set the actual impact start and affected CIs, then review the derived services and accounts. Planned maintenance requires an approved implementation change. Unplanned interruption or degradation can create or reuse an active incident.

## Publish and restore

Review the customer-facing message and impacted scope before publishing. Customer views show published updates. Withdraw or correct a publication through the controlled action if the audience or facts need correction. Record restoration through the related workflow and confirm outage end time and the visible restoration update.

## Troubleshoot availability

Check date range, timezone, CI identity, outage kind, and actual start and end times. Overlapping unplanned intervals are unioned per CI. Planned maintenance and degradation are reported separately. Check missing installed-base or service relationships if an expected account does not appear. Compare the interval report with external monitoring evidence when investigating coverage gaps.