

Post-incident analysis report – August 2014

Brief description	odbc-link database unavailable	Problems receiving incoming calls
Date	08 August 2014	18 August 2014
Details of problem experienced	At 11:24 the odbc-link database stopped responding and was unavailable until 12:15 when it was successfully restarted. As a result, providers using the odbc-link were not able to receive or submit data, including the retrieval of new applicant details and updates to existing applications.	At approximately 09:00 we identified that all incoming calls to 01242 and 0371 numbers were receiving an engaged tone. Outgoing calls were unaffected. Applicants calling the 0371 number were re-routed to our overflow partner, Serco.
Resolution	The database entered a locked 'state' due to an Oracle software bug and required a restart to restore service.	We contacted our third party telephone network provider who confirmed this was due to a power failure at the local exchange that was affecting most of the Gloucestershire region. Full service was restored by 10:30.
Actions taken to prevent a repeat incident	Investigations with Oracle identified that this bug is unlikely to repeat itself. However we have successfully tested an Oracle patch in our pre-production environment and this will be released in the unlikely event that we experience this bug in future.	We have asked our telephone network provider what actions they can take to mitigate the impact of any similar incidents.

We appreciate that these incidents will have caused you some inconvenience and would like to assure you the resolutions were implemented in such a way as to maintain applicant data integrity. Full assessments were also carried out to ensure there was no impact on the data integrity for those providers affected.

As you can see, the incidents are not related and, for each, we have been able to put measures in place to ensure that we do not experience these again. If you have any questions or concerns please contact your dedicated Technical Relationship Manager.

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