Post-incident analysis report – September 2014

Brief description	odbc-link outage	odbc-link outage	xml-link outage
Date	8 September 2014	9-10 September 2014	18 - 22 September 2014
Details of problem experienced	At 09:00 users of the odbc-link service were unable to see their data. Providers were unable to import applicant and other related data via odbc-link. This followed release 2 of the Admissions 2015 project.	At approximately 09:30 users of odbc-link were unable to use the service due to slow performance. Providers were unable to import applicant and other related data via odbc-link.	At approximately 11:45 providers were unable to access the xml-link service. As a result of a third party partner updating our firewall security certificate, providers utilising the Ellucian Banner student record system were unable to import applicant and other related data via xml-link.
Resolution	Access permissions for the ODBC system were examined and found to be incorrect. Permissions were reset and affected providers were contacted to confirm the system had been restored. The incident was closed at approximately 16:30 on the 8 September.	Part of release 2 of the admissions 2015 project introduced enhanced performance on the odbc-link service. Whilst the previous incident on 8 September was resolved and providers confirmed service had been restored, overnight demand on the odbc-link service was high. As a result of the performance configuration changes, service demand could not be fulfilled Odbc-link configuration changes were backed up overnight and at approximately 09:30 on 10 September providers confirmed service had been restored. UCAS would like to acknowledge that although the wider incident was officially closed at this time, several providers continued to experience odbc-link connection issues which were resolved on an individual basis.	We worked with Ellucian to resolve the incident and on 19 September the root cause was identified; the underlying database version used by the provider was not compatible with the encryption levels on the UCAS firewall. To restore service, the recently updated security certificate was redeployed (during the weekend of 20-21 September) using an earlier encryption level. It was confirmed that full service had been restored at approximately 10:00 on 22 September.
Actions taken to prevent a repeat incident	A review of our change and release acceptance criteria has taken place and additional checks have been added for any changes to this service in future.	A review of our change and release acceptance criteria has taken place and additional checks have been added for any changes to this service in future. The odbc-link performance improvement configuration changes are currently under review and a further update will follow.	We will be meeting our third party firewall supplier to review our change and release acceptance criteria to ensure this incident does not recur

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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