MANCHESTER 1824
The University of Manchester

Infrastructure and enterprise application availability

Legend:
- Normal service
- Unscheduled outage
- Scheduled outage
- Partial outage
- Intermittent outage
- Performance issue
- Dependency failure
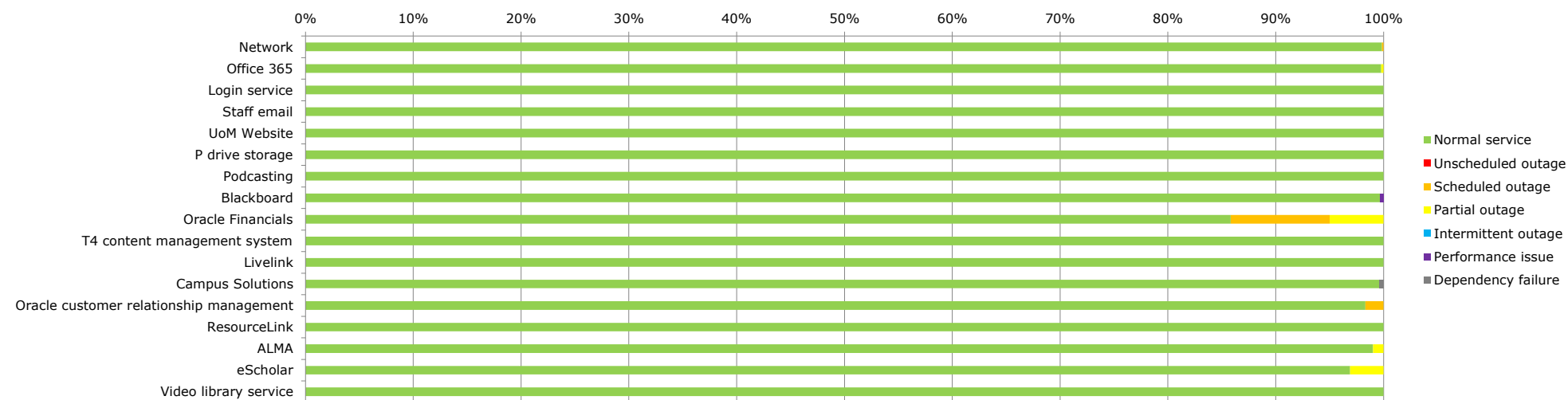
Key Highlights

Network

9th June 2014: 09:00 - 9th June 2014 10:00 : 1 hour disruption to Internet feed due to an unsuccessful attempt to re-introduce the UTM devices Internet connection.

Office 365

25th June 2014 01:45 - 25th June 2014 03:15 : Partial outage occured after Microsoft reported an issue that affected access to Office 365 and delays in messages into and out of Office 365.

Blackboard

9th June 2014 08:20 - 9th June 2014 10:39 : A performance issue occured due to a distributed denial-of-service attack as per SNS4779.
9th June 2014 09:50 - 9th June 2014 09:56 : A unscheduled outage occured as identified by UoM network monitoring of the Blackboard application.

Oracle Financials

6th June 2014 15:00 - 9th June 2014 09:00 : Scheduled outage occurred to apply necessary functional, technical and security patches to system as per RFC 6045.
9th June 2014 09:00 - 10th June 2014 21:00 : Partial outage occured due to problems with the reporting tool Discoverer after patching.

Campus solutions

11th June 2014 09:00 - 11th June 2014 11:54 : A dependency failure occured as part of RFC 6057 moving Production and UAT domains to a new load balancer. This resulted in some users being unable to access the Campus solutions login page. An update was forced through to update of the problematic cache allowing the system to be fully available.

Oracle customer relationship management

21st June 2014 06:00 - 21st June 2014 18:00 : A scheduled advertised outage occured as per RFC 6105.

ALMA

3rd June 2014 13:00 - 3rd June 2014 18:00 : A partial outage occured affecting the public use of the library search function, Primo. This was not working due to an indexing failure on the host system.
4th June 2014 09:00 - 4th June 2014 11:00 : A partial outage occured which affected the analytics function used by Library staff. This was not working due to a hardware fault on the host system.

eScholar

23rd June 2014 16:00 - 24th June 2014 14:00 : Partial outage caused by MyETD being partially out.