Post-incident analysis report – December 2014

Brief description	Course Collect – intermittent access	Apply 2015 – welcome emails delayed
Date	12 December	17 December
Details of problem experienced	At approximately 09:10 it was identified that providers were experiencing an error message when trying to navigate to the 'Manage Providers' section of Course Collect.	At approximately 09:25 it was reported that applicants were not receiving their Apply 2015 welcome emails.
Resolution	A memory request spike was seen on the infrastructure hosting the Course Collect service. To restore service the infrastructure hosting the Course Collect service was restarted which restored service at approximately 10:30.	It was identified that one particular welcome email caused the automated job to stop. The job was restarted and at approximately 18:00 the backlog of welcome emails had been processed and normal service was restored.
Actions taken to prevent a repeat incident	An investigation has not identified the root cause of the memory request spike. Enhanced monitoring on this particular infrastructure has been put in place so in the event of a reoccurrence service can be restored quickly and further evidence can be captured to identify the root cause.	We have reviewed the monitoring of our automated jobs to ensure a repeat incident is identified quickly and resolved with a restart. The underlying cause has been identified and we have made a change to one of the email templates to prevent any further occurrences.

We appreciate that some of 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.

If you have any questions or concerns please contact your dedicated Technical Relationship Manager.

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