

Post-incident analysis report – August 2015

Brief description	Scottish Clearing vacancy search – unavailable at launch	Adviser Track, Apply support tool, Apply 2015 & 2016 services – unavailable
Date	3 August 2015	13 August 2015
Details of problem experienced	<p>At approximately 18:00 (UK time), it was identified that Scottish Clearing vacancies were not viewable in the UCAS search tool for applicants or providers. The published time for vacancies to be live was 18:00.</p> <p>An error in the planned rollover steps resulted in the region code for Scotland within the vacancy filter table being coded incorrectly as 'Scotland'.</p>	<p>At approximately 07:30 (UK time), it was identified that users of Adviser Track, Apply support tool, and Apply 2015 and 2016 services were experiencing intermittent issues.</p> <p>The issues were due to the volume of activity being undertaken on the Apply database.</p>
Resolution	<p>The correct region code of 'S' was amended in the vacancy filter table and the data refreshed.</p> <p>Once the data refresh was completed, Scottish Clearing vacancies were viewable in the UCAS search tool.</p> <p>Applicants were informed via social media once service had been restored.</p>	<p>A mirror database instance was created to replace the locked database, and the system refreshed. All services were restored and accessible at 14.15.</p>
Actions taken to prevent a repeat incident	<p>Additional checks have been added to future rollover steps to avoid future incidents.</p>	<p>A review of planned activities is being undertaken, along with the implementation of additional preparations for Confirmation and Clearing 2016.</p>

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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