

Gemini Update

Denis Regan
13th October 2009

Agenda

- Recent Outages / Incidents
- Enhanced System Security Project

Gemini Incidents / Outages (August – September)

<p>8th August</p>	<p>System unavailable to new users trying to login to Gemini. API access was not affected.</p> <ul style="list-style-type: none">▪ System impacted for 127 minutes 14:04 - 16:11▪ All new external users attempting to login were unable to access Gemini. Users already logged in were still able to use online screens.▪ Root Cause: Citrix server in a hung state. Cause disk space issue, preventative measure now taken across the entire Citrix service.
<p>16th September</p>	<p>Batch jobs were failing in Gemini due to the file system issues.</p> <ul style="list-style-type: none">▪ System impacted for 138 minutes 08:35 - 10:53▪ Review of the file system alerts is in progress▪ Demand report publication delayed until 10:33▪ Awaiting formal RCA
<p>24th September</p>	<p>Users were able to log in however, activities could not be completed..</p> <ul style="list-style-type: none">▪ System impacted for 37 minutes, 06:42 – 07:19▪ Batch jobs, API and Online screens were impacted due to a loss of database connectivity.▪ Awaiting formal RCA

Enhanced System Security Project Update October 2009

Enhanced System Security Project - Update

Project implementation was scheduled last year but deferred due to residual concerns over performance impact on one affected system.

Considerable testing completed over the last 4 / 5 months providing a greater level of confidence.

Some inter-project dependencies still exist and are being managed to allow implementation within the next few weeks.

Project has a number of implementation phases, only 3 phases require an outage and will affect users access to the system.

Enhanced System Security Project – System Outages

Key dates which impact access for system users are as follows:-

- Saturday 17th October. System outage required from 14:00 to 18:00.
(Contingency implementation date is Saturday 24th October.)
- Monday 19th October. There will be a disruption to services at 09.10 for 10 minutes. Once service has been restored, please verify your transaction has completed correctly and if necessary re-run. If you establish that your data transaction (API or On-Line) has still not successfully completed please raise a call with the helpdesk (08705 216121).
- Users will also need to refresh their on-line access following this short disruption.
- Tuesday 20th October. A further 10 minute disruption to services at 17.10
(Same actions as above.)

Contacts

If you would like further information regarding this project please contact:-

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