

Incident Report - Aug 18, 2017

Incident #2017-217

Students Unenrolled from Summer 2017 classes

Summary

A change was made to a scheduled PeopleSoft process, which sent incorrect information to another system. This caused a ripple effect that resulted in students being removed from summer term classes. When noticed, the cause was quickly identified. The change was corrected and proper data was sent out. The issue lasted about 2.5 hours from identification to resolution.

Impact

Any students who were enrolled in Summer 2017 courses were unable to see course content in OnQ. They were effectively unenrolled from their classes.

Root Cause

The change was made without review and confirmation from the proper group.

Resolution

The process was reviewed and parameters were adjusted. Correct data was produced and propagated through all downstream systems.

Communications (Internal)

The ITS Notification was seen by ITS staff and prompted investigation. Instant messaging and email were used to coordinate resolution.

ITSP Communication (External)

A message was sent via the ITS Communication Tool at 8:44am describing the current situation. A second message was sent once the issue was resolved at 11:01am.

Lessons Learned

Changes to this process must be reviewed by the appropriate people before being implemented.

INCIDENT REPORT

INFORMATION TECHNOLOGY SERVICES



Action Items

An all-stakeholders meeting is being held to clear up any inconsistencies of process ownership and role. ITS will explore possibility for codifying or automating future updates to this process.

