

Incident Report - May 17, 2016

Incident #2016-147

PeopleSoft Finance System Unavailable

Summary

On the morning of May 17, 2016 the Middleware Systems Analysts were requested to implement access control of the internal web login pages, for all three PeopleSoft production environments (iTrack 6199). This was done by adding rules to the reverse proxy for each environment.

After making the change to the Finance system the PeopleSoft Administrators (PSAs) were notified that the Finance system was not accessible. The issue was quickly identified and the change reversed. The Finance system was not accessible for 5-10 minutes.

Impact

During the 5 to 10 minute period, any user attempting to log into the PeopleSoft Finance application through the web interface would not have been successful.

Root Cause

Lack of testing and improper implementation in the production environment (Node1/test, Node2/test).

Resolution

We quickly reversed the change after realizing there was an issue. The issue was addressed and the change was made successfully.

Communications (Internal)

The communication was between the PSAs and the Finance lead System Administrator (SA).

ITSPP Communications (External)

Communication was relayed to the SA who was in contact with the user that reported the issue.

Lessons Learned

After reviewing this incident the change should have been made to only one node at a time and that node should have been tested before continuing to the next node. This would have avoided the outage and the issue would have been seen right away. The other recommendation would be to have a full and comprehensive testing plan to be executed in the pre-production environments.