

July post-incident report

Brief description	Users of the multi-destination collection tool were unable to add or edit the summary of a course.	Our Customer Experience Centre (CXC) outsource partner was unable to take calls from learners.
Open date and time	26 July 2017 12:27	28 July 2017 12:57
Details of problem experienced	Users were unable to edit existing summary information or add new summaries in the collection tool. This meant new courses could not be set up, as this is a mandatory field. This was an error as part of a scheduled release to the service that morning.	Learners whose calls were sent to our outsource partner failed, and went unanswered for a short period of time. Friday 28 July was the deadline for learners who wanted to make changes to their replies, which generated high volumes of calls. All calls were subsequently temporarily routed to our main contact centre, but wait times did increase because of this.
Resolution	A difference was found between the pre-production and production environments. Once the environments had been aligned, the Development Support Team working on the issue was able to restore service without rolling back the release. Service was restored later the same day.	A change was implemented by our telephony system supplier, which resolved the issue. Following this deployment, the distribution of calls to our outsource partner was reinstated and no further failures were experienced.
Actions taken to prevent a repeat incident	Technical teams are focusing on establishing why the two environments were not aligned, and taking measures to ensure the issue does not reoccur.	Investigations are being made, in conjunction with our telephony supplier, into how this risk could be mitigated.