

## Moccia, Margaret SDSI:EX

---

**From:** Barker, Laurie SDSI:EX  
**Sent:** Friday, May 2, 2014 2:29 PM  
**To:** Sieben, Mark MCF:EX  
**Subject:** FW: Infrastructure/ICM Performance Issues

fyi - we're working collaboratively to determine root cause

---

**From:** Barker, Laurie SDSI:EX  
**Sent:** Friday, May 02, 2014 2:27 PM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX  
**Cc:** Byers, Rob A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX  
**Subject:** Infrastructure/ICM Performance Issues

Colleagues,

As you are aware, we've been experiencing intermittent infrastructure/performance issues over the past several days which in some cases has prevented staff from being able to log into ICM and in other cases staff working in the system are finding it very slow.

We believe the issue may be related to infrastructure in the s.15 data center. We have a SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS actively working on the issue and continuing through the weekend to resolve.

This continues to be our highest priority and I will continue to provide you with updates as new information is available.

Laurie Barker

Assistant Deputy Minister

Social Sector Information Services Division

## Moccia, Margaret SDSI:EX

---

**From:** Barker, Laurie SDSI:EX  
**Sent:** Monday, May 5, 2014 6:12 PM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX  
**Cc:** Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX; Sieben, Mark MCF:EX  
**Subject:** Re: Infrastructure/ICM Performance Issues - Update

Good evening,

We had over 600 users signed on this afternoon with reports of improved performance. We have not had the usual workloads most likely due to communications and issue experienced since last week. The team continues to work on the problem this evening and we have two checkpoints planned tonight (8:30 pm and 10:30 pm) with a full team meeting tomorrow at 8:00 am. We are confirming with MCFD tomorrow if Provincial Services has access to the system.

I'll report out again at 10 am or earlier if we have a confirmed resolution.

Laurie

Sent from my iPad

On May 5, 2014, at 4:00 PM, "Barker, Laurie SDSI:EX" <[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good afternoon,

The network issue has had a work around implemented and we have 200 users accessing the system.

We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.

Laurie

Sent from my iPhone

On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX" <[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good afternoon,

We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.

As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.

We will continue to provide updates.

Sent from my iPhone

On May 5, 2014, at 11:46 AM, "Barker, Laurie SDSI:EX" <[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good morning,

We have approximately 30 staff/contractors working on the performance issue which continues to be intermittent. We have a team monitoring network traffic and we have a team analyzing the logs created by ICM's infrastructure devices. It is a top priority and we have access to experts in each of the teams.

I'll continue to provide updates as we work through the problem.

Laurie

---

**From:** Barker, Laurie SDSI:EX

**Sent:** Monday, May 5, 2014 10:00 AM

**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX

**Cc:** Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wendy SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX

**Subject:** FW: Infrastructure/ICM Performance Issues

Colleagues,

Further to my note on Friday, we replaced servers over the weekend, and users are still reporting log on and serious performance issues this morning. We are developing a plan for next steps as well as a roll back for the changes made this weekend as it has not resolved the issue. Our SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS are actively working on the issue. I have escalated the issue within SSBC and Deloitte.

This continues to be our highest priority and I will continue to provide you with updates as new information is available.

Laurie Barker

Assistant Deputy Minister

Social Sector Information Services Branch

## Moccia, Margaret SDSI:EX

---

**From:** Barker, Laurie SDSI:EX  
**Sent:** Tuesday, May 6, 2014 9:05 AM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX  
**Cc:** Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX; Sieben, Mark MCF:EX  
**Subject:** Re: Infrastructure/ICM Performance Issues - Update

We have swapped out the s.15 (authentication) agent on the servers and will be moving those new servers into production so we can enable analysis of the issue. It will mean another outage, the help desk will be sending out notification.

Sent from my iPhone

On May 6, 2014, at 8:08 AM, "Barker, Laurie SDSI:EX" <[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

My apologies. Latest testing showed a problem with authentication. We are continuing to work on the problem.

Sent from my iPhone

On May 6, 2014, at 7:26 AM, "Barker, Laurie SDSI:EX" <[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good morning,  
The team worked late last night and made several infrastructure changes and scripted a large volume of users to test results.

Testing appeared favourable, however, real volumes today will determine our success.

I'll send out a note when the metrics give us a better indicator of success.

Laurie

Sent from my iPhone

On May 5, 2014, at 4:00 PM, "Barker, Laurie SDSI:EX" <[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good afternoon,  
The network issue has had a work around implemented and we have 200 users accessing the system.

We understand staff continue to experience performance issues and we are being diligent in our efforts to find the root cause.

Laurie

Sent from my iPhone

On May 5, 2014, at 3:02 PM, "Barker, Laurie SDSI:EX"  
<[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good afternoon,  
We have had a network issue surface as a result of a change made to narrow the root cause. HPAS is currently correcting the configuration. This new issue has caused an outage for ourselves and transportation. Estimated fix is 60 minutes.

As well, we are aware that the authentication issue has been escalated to the software vendor and additional resources have been assigned by SSBC.

We will continue to provide updates.

Sent from my iPhone

On May 5, 2014, at 11:46 AM, "Barker, Laurie SDSI:EX"  
<[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good morning,  
We have approximately 30 staff/contractors working on the performance issue which continues to be intermittent. We have a team monitoring network traffic and we have a team analyzing the logs created by ICM's infrastructure devices. It is a top priority and we have access to experts in each of the teams.

I'll continue to provide updates as we work through the problem.

Laurie

---

**From:** Barker, Laurie SDSI:EX  
**Sent:** Monday, May 5, 2014 10:00 AM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning,

Nichola SDSI:EX; Dawes, Len SDSI:EX;  
Bailey, Ian D MTIC:EX; Goldsmith, Sue  
MTIC:EX

**Cc:** Taylor, Sheila A SDSI:EX; Zaranski,  
Marcin SDSI:EX; Lum, Wency SDSI:EX;  
Byers, Rob A SDSI:EX; Asher, Kathleen  
SDSI:EX; Sedmak, Niki M MTIC:EX

**Subject:** FW: Infrastructure/ICM  
Performance Issues

Colleagues,

Further to my note on Friday, we replaced servers over the weekend, and users are still reporting log on and serious performance issues this morning. We are developing a plan for next steps as well as a roll back for the changes made this weekend as it has not resolved the issue. Our SWAT Team comprised of Deloitte, SSISD, SSBC and HPAS are actively working on the issue. I have escalated the issue within SSBC and Deloitte.

This continues to be our highest priority and I will continue to provide you with updates as new information is available.

Laurie Barker

Assistant Deputy Minister

Social Sector Information  
Services Branch

## Moccia, Margaret SDSI:EX

---

**From:** Barker, Laurie SDSI:EX  
**Sent:** Tuesday, May 6, 2014 11:37 AM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX  
**Cc:** Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX; Zaranski, Marcin SDSI:EX; Hughes, Bette-Jo MTIC:EX; Goldsmith, Sue MTIC:EX  
**Subject:** RE: Infrastructure/ICM Performance Issues

Good morning,

Please note we continue to work with Shared Service BC on the performance issues experienced to date and are working on a **key message** communique for both Ministries. As well, we are configuring the Disaster Recovery infrastructure to provide a read only environment for the field.

Kathleen will work with Bev and David to get a communique out shortly.



## Moccia, Margaret SDSI:EX

---

**From:** Barker, Laurie SDSI:EX  
**Sent:** Tuesday, May 6, 2014 9:00 PM  
**To:** Dicks, Beverly J MCF:EX; Bond, Allison MCF:EX; Mjolsness, Randi L MCF:EX; Minnings, Anne C MCF:EX; Galbraith, David J SDSI:EX; Manning, Nichola SDSI:EX; Dawes, Len SDSI:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Wright, Martin P MCF:EX  
**Cc:** Taylor, Sheila A SDSI:EX; Zaranski, Marcin SDSI:EX; Lum, Wency SDSI:EX; Byers, Rob A SDSI:EX; Asher, Kathleen SDSI:EX; Sedmak, Niki M MTIC:EX; Hughes, Bette-Jo MTIC:EX  
**Subject:** Re: Infrastructure/ICM Performance Issues

Good evening

Both Ministries have implemented BCP with communications managed through Bev and David.

We have the read only environment ready, Our team is working with Bev and David to determine a limited list of users. We want to limit access as the performance degrades as the number of users ramps up

The swat team currently believes we have the issue isolated to a problem between a s.15 agent (our ICM servers) and the s.15 policy servers (managed by SSBC). We have engaged the vendor and have agreement to work through the night to analyze logs and see if we can find a resolution. SSBC manages the relationship with the vendor so has taken ownership of the issue.

There are two s.15 policy servers, we have now split the load between the two., prior to this we were pointed at a singular policy server in s.15 The second policy server has shown better performance but we have had fewer users logged on through it.

Once staff log on tomorrow we should be able to get more information.

We have a debrief at 845.

The teams have been working round the clock and we have Executive engaged in SSBC, Deloitte, HPAS, and Computer Associates s.15 We all understand the critical nature of this and everyone is giving 100% to find a solution.

I'll provide an update tomorrow.

Sent from my iPhone

On May 6, 2014, at 11:37 AM, "Barker, Laurie SDSI:EX" <[Laurie.Barker@gov.bc.ca](mailto:Laurie.Barker@gov.bc.ca)> wrote:

Good morning,

Please note we continue to work with Shared Service BC on the performance issues experienced to date and are working on a **key message** communique for both Ministries. As well, we are configuring the Disaster Recovery infrastructure to provide a read only environment for the field.

Kathleen will work with Bev and David to get a communique out shortly.