From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 2:05 PM
To:	Newton, Stuart A FIN:EX
Subject:	CAS change this weekend - ICM issue conflict?

Importance:	High

Stuart,

I understand you are out of office this afternoon – need to talk to you soon about this coming weekend – I understand you have a major change this weekend – but we are currently under an emergency change freeze due to ICM problem.

Please call my cell phone when you get a chance.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

1

From:	Hughes, Bette-Jo MTIC:EX
Sent:	May 13, 2014 4:53 PM
To:	Macnaughton, Jason GCPE:EX
Cc:	Parhar, TJ S MTIC:EX
Subject:	ICM Users

Providing information on total number of users when ICM is working **at capacity** vs the limited number of users we are reporting in our daily status updates:

The average number of active ICM user sessions from December 2013 to May 2014 was:
- 3,766 internal users (by ministry)
  - o 1,505 SDSI
  - o 2,261 MCFD
- 1,252 external users

From:	Asher, Kathleen SDSI:EX
Sent:	May 12, 2014 8:54 PM
To:	Hughes, Bette-Jo MTIC:EX
Subject:	SDSI Public Service Advisory language

For info

Kathleen Asher

Executive Director, Integrated Case Management | Certified Executive Coach
Social Sector Information Services Division (SSISD)
'serving the Ministries of Children & Family Development and Social Development and Social Innovation'

Office: 250-356-2688 | Cell: 250-217-7762

From: Walmsley, Megan E SDSI:EX
Sent: May-12-14 1:40 PM
To: Asher, Kathleen SDSI:EX
Subject: AS REQUESTED: Service Advisory Language - May 12

Important Service Advisory

We are currently experiencing technical issues with our computer data system which has affected the speed of service delivery. We apologize for the delay and inconvenience this may cause but are working to ensure the needs of our clients are appropriately met. To that end, please note, all offices and telephone lines are open to public during regular hours, and applications for income assistance and other supports continue to be processed through the self-serve assessment and application system.

At Regional Offices:
- All of our offices are maintaining regular hours, are open to the public and have controlled access to the computer data system (ICM)
- Assistance cheques for May were issued on April 23rd
- New requests are being based on need and cheques are being issued to clients
- All cheques will only be issued to people who are eligible for assistance

On the Phone:
- The 1-866-866-0800 number is open to the public
- New requests are being based on need and cheques are being issued
- On May 9, staff answered 2,580 calls
- The average wait time to speak to someone on the phone is just over 9 minutes (May 9)

Website-Self Service Assessment and Application:
- People are able to apply using the online application process
- We are completing the applications on a priority basis

Regular assistance cheques for May were issued on April 23 and the ministry continues to be able to process income and disability assistance cheques.

- 1,500 cheques were issued on May 9th at a total value of $414,000
- For comparison, the average number of cheques issued per day in April was 1,322

Crisis Criteria:
Immediate need or crisis situation include:
- Food, shelter, or urgent medical attention
- People fleeing abuse
- Child protection concerns or concerns that a child's health and safety may be endangered
- Concerns that the situation may pose a threat to the community or office safety
- Concerns that the situation may result in the risk of a client harming themselves or others

All requests are assessed based on the ministry's current eligibility criteria.

Meg Walmsley | Divisional Coordinator
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Social Innovation,
and Children and Family Development
Phone: 250.356.6626 | Mobile: 250.216.4127

ICM Integrated Case Management

From:	Jay Fedorak <JFedorak@oipc.bc.ca>
Sent:	May 12, 2014 9:47 AM
To:	Hughes, Bette-Jo MTIC:EX
Subject:	ICM

Hi Bette-Jo,

Our office is monitoring the issues regarding recent problems with the ICM system. We have been in contact with Marcin Zaranski, and he has provided us with information about how frontline staff are managing their work in the absence of the system functioning fully. We are interested to know what you are able to tell us about the role of your staff relating to any privacy or security issues that have arisen and how the BC government is managing them.

Thanks,

Jay Fedorak, *Deputy Registrar/Assistant Commissioner*
Office of the Information and Privacy Commissioner for B.C.
Office of the Registrar of Lobbyists for B.C.
4th Floor, 947 Fort Street, Victoria BC V8V 3K3
tel. 250-387-5629 | fax 250-387-1696
Follow us on Twitter | jfedorak@oipc.bc.ca

From:	Hughes, Bette-Jo MTIC:EX
Sent:	May 8, 2014 11:29 AM
To:	Wilkinson, Andrew MTIC:EX; Parhar, TJ S MTIC:EX; Macnaughton, Jason GCPE:EX
Subject:	FW: 11:15 am ICM Update for MO

Please advise if you need anything further

11:15 am update:

- The system is currently up and is stable at this time

- We've implemented a strategy to limit the number of users

- We've taken this step in order to stabilize the system while we continue to troubleshoot

- As of 10:15 this morning we have ~1500 users on the system

- We are managing access to ICM for designated staff in an organized fashion to ensure we are focused on critical needs and that we have geographic coverage in both SDSI and MCFD

- In addition there is a read-only environment which is stable and available for designated staff to access critical information on clients and cases, including historical information

- We continue to investigate and are monitoring systems performance

From:	Asher, Kathleen SDSI:EX
Sent:	May 7, 2014 6:32 PM
To:	Galbraith, David J SDSI:EX; Dicks, Beverly J MCF:EX; Leslie, Lisa GCPE:EX; Johnston, Karen GCPE:EX; Hughes, Bette-Jo MTIC:EX; Macnaughton, Jason GCPE:EX
Cc:	Barker, Laurie SDSI:EX
Subject:	For Approval: Proposed Key Messages to share with OIPC staff, and OAG staff on ICM issues

Hi everyone, we are getting requests from OIPC staff, and from OAG staff about our current situation.

Proposing to share the following key messages with them for now. Please let me know if you have any concerns with this approach or would like any changes.

- ICM began having intermittent performance issues last week; as it progressed, a dedicated team made up of resources from SSISD, Deloitte, SSBC, HPAS and other vendors was established to troubleshoot these issues.

- The team has been working round the clock and everyone is focused on finding a solution.

- We believe we have narrowed this down to a government system interconnectivity issue that is impacting ICM

- Getting this resolved is our highest priority – progress is being made on fixing the problem; a number of changes have been made in an effort to restore ICM back to normal operations.

- In the interim, the team has established a read only environment so critical information can be accessed.   Designated staff will be able to look up critical information on clients and cases, including historical information.

- These are highly complex systems and the team is working full out to identify and resolve issues.

- The ministries' regional offices have activated business continuity plans to ensure that people who are seeking services from the ministry will have minimal disruptions to service. The ministries are also working with key stakeholders and advocacy groups to

ensure they have the latest information on any service delivery impacts being experienced.

Kathleen Asher

Executive Director, Integrated Case Management | Certified Executive Coach
Social Sector Information Services Division (SSISD)
'serving the Ministries of Children & Family Development and Social Development and Social Innovation'

Office: 250-356-2688 | Cell: 250-217-7762

From:	Goldsmith, Sue MTIC:EX
Sent:	May 6, 2014 2:48 PM
To:	Hughes, Bette-Jo MTIC:EX
Cc:	Sedmak, Niki M MTIC:EX
Subject:	ICM status

Hi Bette-Jo, the ICM problems are continuing, however, we have an expert swat team who continues to treat this as their highest priority. We have also implemented Executive-level check-ins multiple times a day (1 pm and 4 pm today), for all involved ADM's, Exec Leads and Executive Directors from both ICM and our organization.

SDSI and MCFD have decided to invoke their BCP/DRP. They are moving to their DRP system which will present a read-only copy of information. They are also standing up their Ministry Operations Centres (both SDSI and MCFD). This is moving to a very formal communication process and may be subject to formal investigations for any child / citizens at risk.

Please let me know if you need any further details. Trying to keep this short since you're in Estimates.

Thanks, Sue

From:	Barker, Laurie SDSI:EX
Sent:	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.

From:	Hughes, Bette-Jo MTIC:EX
Sent:	May 5, 2014 11:55 AM
To:	Sedmak, Niki M MTIC:EX
Subject:	Re: Infrastructure/ICM Performance Issues

Thx

On May 5, 2014, at 10:04 AM, "Sedmak, Niki M MTIC:EX" <Niki.Sedmak@gov.bc.ca> wrote:

Hi Bette-Jo
Just letting you know that issues with ICM are still occurring and we have a SWAT team in place working this through.

I will advise as we make our way through the mitigation strategies.

Thanks
Niki

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

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 4:34 PM
To:	Barker, Laurie SDSI:EX; Goldsmith, Sue MTIC:EX; Donaldson, Ian R MTIC:EX; Lum, Wency SDSI:EX; Sedmak, Niki M MTIC:EX; Severinsen, Brian A MTIC:EX
Subject:	FW: CAS change this weekend - ICM issue conflict?

For discussion.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Rossander, Steve W FIN:EX
Sent: Monday, May 12, 2014 4:31 PM
To: Bailey, Ian D MTIC:EX
Cc: Newton, Stuart A FIN:EX; Fleming, Chris D MTIC:EX
Subject: RE: CAS change this weekend - ICM issue conflict?

Hi Ian,

Not Responsive

We do not see any negative impact on ICM associated with this change as the bulk of the changes have been made and only data migration remains.

We would appreciate as much lead time as possible re: the go/no go decision so we can communicate with our clients as needed.

Thanks,

Steven Rossander, Executive Director
Corporate Accounting Services | Office of the Comptroller General | Ministry of Finance
2nd Floor, 3350 Douglas Street | Victoria, BC | V8W 9W6 | Cell: 250.415.7673

BRITISH
COLUMBIA

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:14 PM
To: Newton, Stuart A FIN:EX

Cc: Rossander, Steve W FIN:EX
Subject: RE: CAS change this weekend - ICM issue conflict?

Stuart, I did talk to Steve Rossander about the issue he is on it.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:05 PM
To: Newton, Stuart A FIN:EX
Subject: CAS change this weekend - ICM issue conflict?
Importance: High

Stuart,

I understand you are out of office this afternoon – need to talk to you soon about this coming weekend – I understand you have a major change this weekend – but we are currently under an emergency change freeze due to ICM problem.

Please call my cell phone when you get a chance.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

2

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 2:23 PM
To:	Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Sedmak, Niki M MTIC:EX
Subject:	FW: CAS Outage

FYI

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:13 PM
To: Donaldson, Ian R MTIC:EX; Severinsen, Brian A MTIC:EX; Watkins, Michael G MTIC:EX; Mitrou, Shirley MTIC:EX
Subject: RE: CAS Outage

I left a message with the ADM Stuart Newton and also talked with Steve Rossander the ED resp. for CAS. He will be bringing his team together to understand risks of <u>not proceeding</u> this weekend and also the risks of <u>proceeding</u> given the ICM work underway. He will get back to me.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Donaldson, Ian R MTIC:EX
Sent: Monday, May 12, 2014 1:51 PM
To: Bailey, Ian D MTIC:EX
Subject: FW: CAS Outage

From: Watkins, Michael G MTIC:EX
Sent: Monday, May 12, 2014 1:02 PM
To: Goldsmith, Sue MTIC:EX; Severinsen, Brian A MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: FW: CAS Outage

Hi Sue/ Brian,

In regards to the CAS changes scheduled for this coming weekend has it been confirmed a go? Thanks.

Michael Watkins

Team Lead (Vendor, Problem & Release Management)

1

Network, Communications and Collaboration Services
_____
Ministry of Technology, Innovation and Citizens' Services
W335 (Open Area) 4000 Seymour Place
Box 9412 Stn prov Govt, Victoria, BC V8W 9V1
Desk: (250) 952-7717 Cell: (250) 858-1731
Email: Michael.Watkins@gov.bc.ca

NETWORK, COMMUNICATIONS
AND COLLABORATION SERVICES
BRITISH COLUMBIA | A BRANCH of SHARED SERVICES BC

From: Koot, Sharon MTIC:EX
Sent: May-12-14 11:31 AM
To: Inkster, Cam C MTIC:EX; Gordon, Audra MTIC:EX; Watkins, Michael G MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Ferguson, Carrie MTIC:EX; Ho, Rowena MTIC:EX
Subject: CAS Outage

CAS is still assuming their remaining servers will be migrated to   s 15   this weekend. They will be sending out a comm to their client groups as a reminder.

Please advise if this migration will still occur in light of all that is happening with ICM.

Please see email attached from CAS.

From: Inkster, Cam C MTIC:EX
Sent: May-12-14 11:05 AM
To: Gordon, Audra MTIC:EX; Koot, Sharon MTIC:EX; Watkins, Michael G MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Ferguson, Carrie MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

Michael,

Can you please advise?

Cam

From: Gordon, Audra MTIC:EX
Sent: May-12-14 10:56 AM
To: Inkster, Cam C MTIC:EX; Koot, Sharon MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Ferguson, Carrie MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

Is the CAS extended outage still proceeding this weekend – does anyone know?

From: Inkster, Cam C MTIC:EX
Sent: Monday, May 12, 2014 8:14 AM
To: Koot, Sharon MTIC:EX; Ferguson, Carrie MTIC:EX; Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

There's not a whole lot missing from the bulletin. In summary:

2

- Changes to Core Infrastructure are frozen unless approved by OCIO exec
- Non-core changes are being allowed, with some exceptions
  - Non-core   s 15   changes will be frozen
  - All firewall/ACL changes are frozen
  - Other non-core changes are generally being allowed
  - Non-core changes would include adding workstation and user object to active directory, and network changes at client sites
- Approvals will be done by the executive director of the SDU for the area making the change, ie Sue Goldmsith wil approve Device Services changes, not a committee
- TRAN having   s 15   problems, and concerned it is linked to this issue
- We are asking all clients to please raise incidents where they come up as they help us determine if other applications are impacted
- Any iStore orders that change infrastructure will also be held (s 15   firewall rules)
  - Many iStore orders do not require RFCs
- Changes to firewalls in   s.15   data centres are going ahead
  - Changes to firewalls in the STMS Data centres in   s 15   and   s 15   are not going ahead unless approved by executive

---

From: Koot, Sharon MTIC:EX
Sent: May-11-14 11:00 AM
To: Inkster, Cam C MTIC:EX; Ferguson, Carrie MTIC:EX; Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

I see the DCRs are the point of contact. We were not invited to the conference call on Friday. Anything that we need to know in addition to the info in the SB?

Could we know briefly what was communicated to the clients? Thanks.

From: Inkster, Cam C MTIC:EX
Sent: May-09-14 4:02 PM
To: Ferguson, Carrie MTIC:EX; Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Koot, Sharon MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

Added my edits/comments.

Cam

From: Ferguson, Carrie MTIC:EX
Sent: May-09-14 3:58 PM
To: Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Inkster, Cam C MTIC:EX; Koot, Sharon MTIC:EX
Subject: DRAFT Update SB Change Freeze Notification

Hi Audra,

Please find attached the link for the updated change Freeze notification bulletin for your review, should you need it this weekend. This information is based on the details provided by you, Cam and Shirley.

3

https://sharedservices.gov.bc.ca/CLSB/SSBC_SB/Shared%20Documents/UPDATE%20DRAFT%20SB%20Change%20Freeze%20Notification.docx

Many thanks,

Carrie Ferguson
Communications Officer, Corporate Services Division
Shared Services BC | Ministry of Technology, Innovation and Citizens' Services

P 250.415.9392 | **F** 250.952.8293 carrie.ferguson@gov.bc.ca

Please consider the environment before printing this email

4

From:	Bailey, Ian D MTIC:EX
Sent:	Saturday, May 10, 2014 11:10 AM
To:	Hughes, Bette-Jo MTIC:EX; Barker, Laurie SDSI:EX
Subject:	FW: ICM Update from 10 am conf call

Laurie, see update I provided to Bette-Jo below.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Saturday, May 10, 2014 11:09 AM
To: Hughes, Bette-Jo MTIC:EX
Cc: Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: FW: ICM Update from 10 am conf call

Bette-Jo,

1. Production system is online and stable – weekend use will be light.
2. SWAT team continues to monitor the system.
3. Read-only system updated last night so case workers will have alternate system with fresh information.
4. Diagnostic tools put in place for noon for a noon to 2pm test on the production system - will simulate up to 5000 users to hopefully identify root cause.
5. Update will be provided later this afternoon after simulation test.
6. Additional simulation testing will be done Sunday to identify the root cause.
7. Government and Vendor staff continue to review technical data to identity potential causes.

Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:53 AM
To: Bailey, Ian D MTIC:EX
Subject: ICM Update from 10 am conf call

ACTIVITIES COMPLETED LAST NIGHT/EARLY THIS MORNING:
- Manual synch of data to read-only site successfully completed last night.
- Turned up additional logging/tracing in infrastructure.
- Firewall rule pushed out successfully.

1

- DR system – simulated user load testing for up to 5000 users but problem didn't appear.

CURRENT STATUS:
- Production system online and stable. Very small number of users on currently.

SCHEDULED FOR TODAY:
- Noon-2 pm (approved change window) activity to simulate user load testing against Production system.
- Reconvene swat team call at 2 pm to review results.
- LDAP testing (alternative to   s 15
- Re-synch read-only system data 730 pm.

SUNDAY:
- Add   s 15   back in (web server in   s 15
- Do simulated load testing in Production.
- Remove   s 15
- Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

2

From:	Bailey, Ian D MTIC:EX
Sent:	Saturday, May 10, 2014 11:09 AM
To:	Hughes, Bette-Jo MTIC:EX
Cc:	Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject:	FW: ICM Update from 10 am conf call

Bette-Jo,

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7. Government and Vendor staff continue to review technical data to identity potential causes.

Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:53 AM
To: Bailey, Ian D MTIC:EX
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ACTIVITIES COMPLETED LAST NIGHT/EARLY THIS MORNING:
- Manual synch of data to read-only site successfully completed last night.
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- Add   s 15   back in (web server in   s 15
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1

- Remove   s 15
- Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

2

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 3:05 PM
To:	Hughes, Bette-Jo MTIC:EX
Cc:	Perkins, Gary MTIC:EX; Goldsmith, Sue MTIC:EX
Subject:	FW: ICM Update from 10 am conf call

Update from today's testing. Some progress made but no smoking gun found. Team likely eliminated some suspected things such as ____ s 15 ____ cache size. Vendors have more logging data and will be analyzing - results will be discussed tomorrow morning.

Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

-----Original Message-----
From: Perkins, Gary MTIC:EX
Sent: Sunday, May 11, 2014 2:58 PM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Hi Ian -- these would be my recommended updates:

Update from today's activities:

1.   Simulation of many users against production environment carried out noon to 2pm.

2.   Simulation tool was able to replicate symptoms similar to yesterday on primary web server. Simulation tool was able to replicate symptoms independently to the secondary web server as well.

3.   Acting on advice from the vendors made changes during the test that did not improve performance/stability.

4.   Significant data logs collected for analysis and vendors will analyze and share findings tomorrow morning.

5.   Team continuing to examine differences between production and alternate system as test tool did not show symptoms when tested in alternate system yesterday.

6.   Data update of alternate system will happen again tonight.

7.   No further tests are planned pending the outcome of the vendor analysis.

8.   Team will be monitoring closely tomorrow morning as users begin to log in. System is in same configuration as it was Thursday and Friday.

-----Original Message-----

1

From: Perkins, Gary MTIC:EX
Sent: May-10-14 6:00 PM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Hi Ian,

I made updates below. We have no reason to believe the test tool hitting the CLP would invalidate the findings we saw.
If anything it makes the test tool work harder.
Following the testing today 3 streams of activities identified as:
- clean up test tool (done)
- analyze packet captures/logs
- compare DR and PR

Not Responsive

Let me know if any questions or concerns with below.

Regards, Gary
_____
From: Bailey, Ian D MTIC:EX
Sent: May 10, 2014 5:34 PM
To: Perkins, Gary MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Gary is this correct below:

Update from today's activities:

1.   Simulation of many users against production environment carried out noon to 2pm.

2.   Simulation tool was able to replicate symptoms similar to what users were seeing previously.   Data logs collected
for analysis.

3.   Vendors are analysing logs and expected to share findings tomorrow morning.

4.   Team examining differences between production and alternate system as test tool did not show symptoms when
tested in alternate system yesterday.

5.   Data update of alternate system will happen again tonight.

6.   Another simulation of many users will be carried out against production environment tomorrow noon to 2pm.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology,
Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Saturday, May 10, 2014 11:09 AM
To: Hughes, Bette-Jo MTIC:EX
Cc: Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX

2

Subject: FW: ICM Update from 10 am conf call

Bette-Jo,

1.   Production system is online and stable – weekend use will be light.

2.   SWAT team continues to monitor the system.

3.   Read-only system updated last night so case workers will have alternate system with fresh information.

4.   Diagnostic tools put in place for noon for a noon to 2pm test on the production system - will simulate up to 5000 users to hopefully identify root cause.

5.   Update will be provided later this afternoon after simulation test.

6.   Additional simulation testing will be done Sunday to identify the root cause.

7.   Government and Vendor staff continue to review technical data to identity potential causes.

Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:53 AM
To: Bailey, Ian D MTIC:EX
Subject: ICM Update from 10 am conf call

ACTIVITIES COMPLETED LAST NIGHT/EARLY THIS MORNING:

-    Manual synch of data to read-only site successfully completed last night.

-    Turned up additional logging/tracing in infrastructure.

-    Firewall rule pushed out successfully.

-    DR system – simulated user load testing for up to 5000 users but problem didn't appear.

CURRENT STATUS:

-    Production system online and stable. Very small number of users on currently.

SCHEDULED FOR TODAY:

-    Noon-2 pm (approved change window) activity to simulate user load testing against Production system.

-    Reconvene swat team call at 2 pm to review results.

-    LDAP testing (alternative to   s 15

3

-       Re-synch read-only system data 730 pm.

SUNDAY:

-       Add   s 15   back in (web server in   s 15

-       Do simulated load testing in Production.

-       Remove   s 15

-       Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

4

Not Responsive

Not Responsive

Not Responsive

From:	Bailey, Ian D MTIC:EX
Sent:	Friday, May 9, 2014 1:38 PM
To:	Goldsmith, Sue MTIC:EX
Subject:	FW: note to staff

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Hughes, Bette-Jo MTIC:EX
Sent: Friday, May 9, 2014 12:07 PM
To: Asher, Kathleen SDSI:EX; Sieben, Mark MCF:EX
Cc: Dicks, Beverly J MCF:EX; Johnston, Karen GCPE:EX; Taylor, Sheila A SDSI:EX; Leslie, Lisa GCPE:EX; Bailey, Ian D MTIC:EX; Macnaughton, Jason GCPE:EX
Subject: RE: note to staff

We are good with this message

From: Asher, Kathleen SDSI:EX
Sent: May 9, 2014 11:24 AM
To: Sieben, Mark MCF:EX
Cc: Dicks, Beverly J MCF:EX; Johnston, Karen GCPE:EX; Taylor, Sheila A SDSI:EX; Hughes, Bette-Jo MTIC:EX; Leslie, Lisa GCPE:EX
Subject: RE: note to staff

Hi Mark,

I took a stab at making some changes ☺

Hello Everyone

It's been a trying couple of days for many in our child welfare service area as well as in our provincial programs who have not been able to count on a stable , robust information management system to assist with their work. While some staff have not experienced issues with the system, others have experienced intermittent access or ongoing slow performance issues. I want to make a point of acknowledging all of your efforts in adapting to local and provincial continuity plans in order to continue to provide service to children and families. I also want to assure you that an incredible effort is being made to bring stability back to the system as well as isolate and remedy the problem.

1

Those who have continued to access ICM during this time have reported that the system has been more stable in the last few days and the ICM environment itself remains sound. Much like the ministry itself, our information management system sits within a broader government system. We believe the problem exists between the main government system and our information management system. The priority now will be to maintain system stability while continuing to troubleshoot the issue.

We will know more by the end of the weekend as a remarkable team of staff from the shared MCFD/SDSI systems organization, Shared Services BC, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while rectifying the primary problem.

Again, thank you for your individual and collective effort. I recognize it has been a frustrating time for many of us. While things have improved, more needs to be and will be done to address the problem.

Kathleen Asher

Executive Director, Integrated Case Management | Certified Executive Coach
Social Sector Information Services Division (SSISD)
'serving the Ministries of Children & Family Development and Social Development and Social Innovation'

Office: 250-356-2688 | Cell: 250-217-7762

From: Sieben, Mark MCF:EX
Sent: May-09-14 10:57 AM
To: Dicks, Beverly J MCF:EX; Johnston, Karen GCPE:EX; Taylor, Sheila A SDSI:EX; Hughes, Bette-Jo MTIC:EX; Asher, Kathleen SDSI:EX
Subject: Fwd: note to staff

Proposed message from MCFD DM to staff for end of day today

Sent from my iPad

Begin forwarded message:

Hello Everyone – Happy Friday

It's been a trying couple of weeks for many in our child welfare service area as well as a few of our provincial programs who have not been able to count on a stable , robust information management system to assist with their work. While some staff have had few if any problems, others have experienced intermittent access or ongoing slow performance issues. I want to make a point of

2

acknowledging your additional effort required by adapting to local and provincial continuity plans in order to continue to provide service to children and families. I also want to assure you that an incredible effort is being made to bring stability back to the system as well as isolate and remedy the problem.

Those who have continued to access ism or those who among the users in the last 2 days when the system has been more stable are aware that the icm environment itself remains sound. Much like the ministry itself, our information management system sits within a broader government system. The problem exists between the main government system and our information management system. When users log in, the main government system is not reliably authenticating user identification clogging up access to ICM. The problem is worse when there are a lot of users or a lot of activity in the system.

Albeit with a managed number of users , the system has performed well for the last 2 days. The priority now will be to maintain system stability while isolating the identification authorization issue between the government's main system and ICM. We will know more by the end of the weekend as a remarkable team of staff from the ICM project team, Shared Services BC, both our ministry and SDSI, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while rectifying the primary problem.

Again, thank you for your individual and collective effort. I recognize its been a frustrating week or longer for many of us. While things have improved, more needs and will be done to address the problem.

3

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 5, 2014 9:08 PM
To: Hoel, Lynda M MTIC:EX
Subject: Fwd: Issue

Lynda, let's touch base tomorrow am on icm and   s 15

Sent from Samsung Mobile

-------- Original message --------
From: "Hughes, Bette-Jo MTIC:EX"
Date: 05-05-2014 11:43 PM (GMT-05:00)
To: "Bailey, Ian D MTIC:EX"
Subject: Fwd: Issue

FYI. Can you pls check with your folks tomorrow to keep pressure on to find the problem. Then maybe we should have the   s 15   location discussion again.

Begin forwarded message:

> **From:** "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca>
> **Date:** May 5, 2014 at 7:45:38 PM PDT
> **To:** "Hughes, Bette-Jo MTIC:EX" <BetteJo.Hughes@gov.bc.ca>
> **Subject: Re: Issue**
>
> I'd like more attention on   s 15   (under TSD). We (as in TSD) finally escalated today to the software vendor for   s 15   and have moved from one resource to two. My gut says it is a mix of things. One onion peel at a time.
>
> Sent from my iPhone
>
>
> On May 5, 2014, at 7:31 PM, "Hughes, Bette-Jo MTIC:EX" <BetteJo.Hughes@gov.bc.ca> wrote:
>
>> Are you happy with how this is being handled?

1

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 10:56 AM
To:	Dicks, Beverly J MCF:EX; Asher, Kathleen SDSI:EX; Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc:	Galbraith, David J SDSI:EX; Lum, Wency SDSI:EX; Goldsmith, Sue MTIC:EX; Barker, Laurie SDSI:EX
Subject:	RE: 10:45 AM Update ICM PRD Performance

s 15   and   s 15   networks are back online now.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Dicks, Beverly J MCF:EX
Sent: Monday, May 12, 2014 10:53 AM
To: Asher, Kathleen SDSI:EX; Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Galbraith, David J SDSI:EX; Bailey, Ian D MTIC:EX; Lum, Wency SDSI:EX; Goldsmith, Sue MTIC:EX
Subject: RE: 10:45 AM Update ICM PRD Performance

Good news!!

From: Asher, Kathleen SDSI:EX
Sent: May 12, 2014 10:52 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Galbraith, David J SDSI:EX; Dicks, Beverly J MCF:EX; Bailey, Ian D MTIC:EX; Lum, Wency SDSI:EX; Goldsmith, Sue MTIC:EX
Subject: 10:45 AM Update ICM PRD Performance

- We are having no performance issues reported in ICM at this time.
- We have 1854 user sessions logged in as 10:45.
- We've had some reports of slow performance with Internet Explorer and users have been notified how to resolve that.
- We've also have some network issues which SSBC is investigating.

Kathleen Asher

Executive Director, Integrated Case Management | Certified Executive Coach
Social Sector Information Services Division (SSISD)
'serving the Ministries of Children & Family Development and Social Development and Social Innovation'

Office: 250-356-2688 | Cell: 250-217-7762

1

From: Barker, Laurie SDSI:EX
Sent: May-12-14 10:01 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: RE: ICM PRD Performance @ 9:50 some performance issues reported

Good morning,
We have not seen any symptoms on the system in the back end. We have determined that users have seen normal performance once the browser is reset. We also have a SSBC ticket open for the network for   s 15   and   s 15

Laurie

From: Barker, Laurie SDSI:EX
Sent: Monday, May 12, 2014 9:39 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: RE: ICM PRD Performance @ 7:00AM - GOOD

Good morning,
We have had a few performance symptoms reported; may be related to browser (internet explorer) sessions needing resetting on the desktop.

Validating reports will let you know shortly.

Laurie

From: Barker, Laurie SDSI:EX
Sent: Monday, May 12, 2014 7:19 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: Fwd: ICM PRD Performance @ 7:00AM - GOOD

No reports of performance issues today. User experience as expected.

Sent from my iPhone

Begin forwarded message:

> **From:** "Lu, Rena SDSI:EX" <Rena.Lu@gov.bc.ca>
> **Date:** May 12, 2014 at 7:03:30 AM PDT
> **To:** "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca>
> **Cc:** "Blake, Prarie SDSI:EX" <Prarie.Blake@gov.bc.ca>, "Muraro, Yvonne T SDSI:EX" <Yvonne.Muraro@gov.bc.ca>, "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca>
> **Subject: ICM PRD Performance @ 7:00AM - GOOD**
>
> Hi Laurie
>
> ICM PRD has no performance issue as of 7:00AM.

2

- Internal user count: 74
- External user count: 4
- Login speed is quick
- Memory/CPU usage is normal.

Regards,
Rena

_____

From: Lu, Rena SDSI:EX
Sent: Monday, May 12, 2014 6:35 AM
To: Barker, Laurie SDSI:EX
Cc: Blake, Prarie SDSI:EX (Prarie.Blake@gov.bc.ca)
Subject: ICM PRD Performance @ 6:30AM - GOOD

Hi Laurie

ICM PRD has no performance issue as of 6:30AM.

- Internal user count: 41
- External user count: 2
- Login speed is quick
- Memory/CPU usage is normal.

Regards,
Rena

_____

From: Lu, Rena SDSI:EX
Sent: Monday, May 12, 2014 6:08 AM
To: Barker, Laurie SDSI:EX
Cc: Blake, Prarie SDSI:EX (Prarie.Blake@gov.bc.ca)
Subject: RE: ICM PRD Performance @ 6:00AM - GOOD

Hi Laurie,

Here's the internal and external user counts:

- Internal: 18
- External 1

I will provide this info in the subsequent reports.

Regards,
Rena

_____

From: Lu, Rena SDSI:EX
Sent: Monday, May 12, 2014 6:04 AM
To: Barker, Laurie SDSI:EX

3

Cc: Blake, Prarie SDSI:EX (Prarie.Blake@gov.bc.ca)
Subject: ICM PRD Performance @ 6:00AM - GOOD

Hi Laurie

ICM PRD has no performance issue as of 6:00AM.

- Login speed is quick
- Memory/CPU usage is normal.

Regards,
Rena

4

From:	Bailey, Ian D MTIC:EX
Sent:	Friday, May 2, 2014 3:05 PM
To:	Armstrong, Ian MTIC:EX
Cc:	Rutherford, Derek MTIC:EX; Witzer, David MTIC:EX
Subject:	RE: As requested: Slow ICM response times and client impacts

Ok, thanks Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Armstrong, Ian MTIC:EX
Sent: Friday, May 2, 2014 3:01 PM
To: Bailey, Ian D MTIC:EX
Cc: Rutherford, Derek MTIC:EX; Witzer, David MTIC:EX
Subject: FW: As requested: Slow ICM response times and client impacts

Ian, as a heads up in case it gets escalated to you, there is a SWAT underway to deal with intermittent performance and response problems in ICM. It is affecting their business.

I'll check in with Dan Lawrie once the SWAT has concluded for the day and send Wency an update on the plan. I'll be available on the weekend if there are activities planned.

Ian

From: Lum, Wency SDSI:EX
Sent: Friday, May 2, 2014 2:49 PM
To: Armstrong, Ian MTIC:EX; Mitrou, Shirley MTIC:EX
Subject: FW: As requested: Slow ICM response times and client impacts

I wanted to communicate some of the feedback from our clients regarding the recent performance issues. I'm not expecting any specific action on these except to be aware and understand the impact of what is happening. Also our broader context is, we are in Estimates right now for SDSI.

Thank you.

From: Byers, Rob A SDSI:EX
Sent: Friday, May 2, 2014 2:37 PM
To: Lum, Wency SDSI:EX
Cc: Barker, Laurie SDSI:EX
Subject: Fwd: As requested: Slow ICM response times and client impacts

FYI

1

Begin forwarded message:

From: "Smith, Bruce SDSI:EX" <Bruce.Smith@gov.bc.ca>
Date: May 2, 2014 at 2:35:05 PM PDT
To: "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca>
Cc: "Harrison, Susan M SDSI:EX" <Susan.Harrison@gov.bc.ca>, "Gray, Allen G SDSI:EX"
<Allen.Gray@gov.bc.ca>, "Treger, Matthew T SDSI:EX" <Matthew.Treger@gov.bc.ca>
Subject: FW: As requested: Slow ICM response times and client impacts

A further update for you Rob.

Bruce Smith
Executive Director, Interior and North Regions
Ministry of Social Development and Social Innovation

Phone: (250) 828-4600 Cell: (250) 574-8834

From: Mauro, Renato SDSI:EX
Sent: Friday, May 2, 2014 2:34 PM
To: Harrison, Susan M SDSI:EX
Cc: Herman, Linda SDSI:EX; Smith, Bruce SDSI:EX; Gray, Allen G SDSI:EX; Treger, Matthew T SDSI:EX
Subject: As requested: Slow ICM response times and client impacts

Here are some of the things we are hearing about client service impacts directly attributable to slow response or system issues with ICM.

1. Profiling has been very difficult and at a virtual standstill, can take up to a half hour to profile a single document. Linda advises that profiling documents have jumped from about 1000 total at the beginning of the week to about 3000 now. They are climbing at approximately 500 per day at this time. The bulk of these are actionable documents
2. Contact Centre staff had had great difficulty in accessing the system to provide support for even simple requests. Currently given permission to access MIS to confirm certain information as the delay in getting that information from ICM was too great
3. Clients around the region have been advised to return later or potentially next week when the systems will hopefully be up to speed
4. We are getting reports that it can take up to an hour to create an imprest cheque
5. POC staff are experiencing great difficulty in receiving documents and subsequently attaching them to SR's.

Renato Mauro
Manager of Field Services
Ph: (250) 645-3902 Cell: (250) 613-8990
Fax: (250) 565-6366

2

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 12:37 PM
To:	Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Donaldson, Ian R MTIC:EX
Subject:	Re: Bell Intro

Since we have Siebel involved I would say not yet.

Sent from Samsung Mobile

-------- Original message --------
From: "Goldsmith, Sue MTIC:EX"
Date: 05-12-2014 12:29 PM (GMT-08:00)
To: "Perkins, Gary MTIC:EX" ,"Donaldson, Ian R MTIC:EX" ,"Bailey, Ian D MTIC:EX"
Subject: FW: Bell Intro

In case we want to engage with Bell - see below:

-----Original Message-----
From: James Schwingenschloegl [mailto:James_Schwingenschlo@symantec.com]
Sent: May-12-14 12:23 PM
To: Goldsmith, Sue MTIC:EX
Cc: XT:Tingman, Rick MTIC:IN
Subject: Bell Intro

Hi Sue,

Not sure if you know of or have met with Rick Tingman from Bell but he may be someone you want to speak with regarding the ICM issue.

Bell have ID Mgmt and Application Integration specialists and are also one of the largest Oracle Siebel users in Canada.

I have cc'd Rick who can provide some additional information. We are here for you as well and will have whatever resources necessary as one of BC Gov's trusted partners.

Talk soon,

Jamie Schwingenschloegl - Enterprise IS Account Manager

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 4:45 PM
To:	Rossander, Steve W FIN:EX
Cc:	Newton, Stuart A FIN:EX; Fleming, Chris D MTIC:EX
Subject:	RE: CAS change this weekend - ICM issue conflict?

Steve, Sue Goldsmith we will be requesting meeting to discuss tomorrow.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Rossander, Steve W FIN:EX
Sent: Monday, May 12, 2014 4:31 PM
To: Bailey, Ian D MTIC:EX
Cc: Newton, Stuart A FIN:EX; Fleming, Chris D MTIC:EX
Subject: RE: CAS change this weekend - ICM issue conflict?

Hi Ian,

Not Responsive

We do not see any negative impact on ICM associated with this change as the bulk of the changes have been made and only data migration remains.

We would appreciate as much lead time as possible re: the go/no go decision so we can communicate with our clients as needed.

Thanks,

Steven Rossander, Executive Director
Corporate Accounting Services | Office of the Comptroller General | Ministry of Finance
2nd Floor, 3350 Douglas Street | Victoria, BC | V8W 9W6 | Cell: 250.415.7673

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:14 PM
To: Newton, Stuart A FIN:EX

1

Cc: Rossander, Steve W FIN:EX
Subject: RE: CAS change this weekend - ICM issue conflict?

Stuart, I did talk to Steve Rossander about the issue he is on it.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:05 PM
To: Newton, Stuart A FIN:EX
Subject: CAS change this weekend - ICM issue conflict?
Importance: High

Stuart,

I understand you are out of office this afternoon – need to talk to you soon about this coming weekend – I understand you have a major change this weekend – but we are currently under an emergency change freeze due to ICM problem.

Please call my cell phone when you get a chance.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

2

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 4:32 PM
To:	Rossander, Steve W FIN:EX
Cc:	Newton, Stuart A FIN:EX; Fleming, Chris D MTIC:EX
Subject:	RE: CAS change this weekend - ICM issue conflict?

Thanks Steve – will raise with our team and ICM in a few minutes.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Rossander, Steve W FIN:EX
Sent: Monday, May 12, 2014 4:31 PM
To: Bailey, Ian D MTIC:EX
Cc: Newton, Stuart A FIN:EX; Fleming, Chris D MTIC:EX
Subject: RE: CAS change this weekend - ICM issue conflict?

Hi Ian,

Not Responsive

We do not see any negative impact on ICM associated with this change as the bulk of the changes have been made and only data migration remains.

We would appreciate as much lead time as possible re: the go/no go decision so we can communicate with our clients as needed.

Thanks,

Steven Rossander, Executive Director
Corporate Accounting Services | Office of the Comptroller General | Ministry of Finance
2nd Floor, 3350 Douglas Street | Victoria, BC | V8W 9W6 | Cell: 250.415.7673

BRITISH
COLUMBIA

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:14 PM
To: Newton, Stuart A FIN:EX

1

Cc: Rossander, Steve W FIN:EX
Subject: RE: CAS change this weekend - ICM issue conflict?

Stuart, I did talk to Steve Rossander about the issue he is on it.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:05 PM
To: Newton, Stuart A FIN:EX
Subject: CAS change this weekend - ICM issue conflict?
Importance: High

Stuart,

I understand you are out of office this afternoon – need to talk to you soon about this coming weekend – I understand you have a major change this weekend – but we are currently under an emergency change freeze due to ICM problem.

Please call my cell phone when you get a chance.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

2

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 2:14 PM
To:	Newton, Stuart A FIN:EX
Cc:	Rossander, Steve W FIN:EX
Subject:	RE: CAS change this weekend - ICM issue conflict?

Stuart, I did talk to Steve Rossander about the issue he is on it.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 12, 2014 2:05 PM
To: Newton, Stuart A FIN:EX
Subject: CAS change this weekend - ICM issue conflict?
Importance: High

Stuart,

I understand you are out of office this afternoon – need to talk to you soon about this coming weekend – I understand you have a major change this weekend – but we are currently under an emergency change freeze due to ICM problem.

Please call my cell phone when you get a chance.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

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From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 2:13 PM
To:	Donaldson, Ian R MTIC:EX; Severinsen, Brian A MTIC:EX; Watkins, Michael G MTIC:EX; Mitrou, Shirley MTIC:EX
Subject:	RE: CAS Outage

I left a message with the ADM Stuart Newton and also talked with Steve Rossander the ED resp. for CAS. He will be bringing his team together to understand risks of <u>not proceeding</u> this weekend and also the risks of <u>proceeding</u> given the ICM work underway. He will get back to me.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Donaldson, Ian R MTIC:EX
Sent: Monday, May 12, 2014 1:51 PM
To: Bailey, Ian D MTIC:EX
Subject: FW: CAS Outage

From: Watkins, Michael G MTIC:EX
Sent: Monday, May 12, 2014 1:02 PM
To: Goldsmith, Sue MTIC:EX; Severinsen, Brian A MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: FW: CAS Outage

Hi Sue/ Brian,

In regards to the CAS changes scheduled for this coming weekend has it been confirmed a go? Thanks.

Michael Watkins
Team Lead (Vendor, Problem & Release Management)
Network, Communications and Collaboration Services

_____
Ministry of Technology, Innovation and Citizens' Services
W335 (Open Area) 4000 Seymour Place
Box 9412 Stn prov Govt, Victoria, BC V8W 9V1
Desk: (250) 952-7717 Cell: (250) 858-1731
Email: Michael.Watkins@gov.bc.ca

NETWORK, COMMUNICATIONS AND COLLABORATION SERVICES
BRITISH COLUMBIA | A BRANCH *of* SHARED SERVICES BC

From: Koot, Sharon MTIC:EX
Sent: May-12-14 11:31 AM

1

To: Inkster, Cam C MTIC:EX; Gordon, Audra MTIC:EX; Watkins, Michael G MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Ferguson, Carrie MTIC:EX; Ho, Rowena MTIC:EX
Subject: CAS Outage

CAS is still assuming their remaining servers will be migrated to   s 15   this weekend. They will be sending out a comm to their client groups as a reminder.

Please advise if this migration will still occur in light of all that is happening with ICM.

Please see email attached from CAS.

From: Inkster, Cam C MTIC:EX
Sent: May-12-14 11:05 AM
To: Gordon, Audra MTIC:EX; Koot, Sharon MTIC:EX; Watkins, Michael G MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Ferguson, Carrie MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

Michael,

Can you please advise?

Cam

From: Gordon, Audra MTIC:EX
Sent: May-12-14 10:56 AM
To: Inkster, Cam C MTIC:EX; Koot, Sharon MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Ferguson, Carrie MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

Is the CAS extended outage still proceeding this weekend – does anyone know?

From: Inkster, Cam C MTIC:EX
Sent: Monday, May 12, 2014 8:14 AM
To: Koot, Sharon MTIC:EX; Ferguson, Carrie MTIC:EX; Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

There's not a whole lot missing from the bulletin. In summary:

- Changes to Core Infrastructure are frozen unless approved by OCIO exec
- Non-core changes are being allowed, with some exceptions
    - Non-core   s 15   changes will be frozen
    - All firewall/ACL changes are frozen
    - Other non-core changes are generally being allowed
    - Non-core changes would include adding workstation and user object to active directory, and network changes at client sites
- Approvals will be done by the executive director of the SDU for the area making the change, ie Sue Goldmsith wil approve Device Services changes, not a committee
- TRAN having   s 15   problems, and concerned it is linked to this issue
- We are asking all clients to please raise incidents where they come up as they help us determine if other applications are impacted
- Any iStore orders that change infrastructure will also be held (s 15   firewall rules)

2

- o Many iStore orders do not require RFCs
- Changes to firewalls in s.15 data centres are going ahead
  - o Changes to firewalls in the STMS Data centres in s 15 and s 15 are not going ahead unless approved by executive

---

From: Koot, Sharon MTIC:EX
Sent: May-11-14 11:00 AM
To: Inkster, Cam C MTIC:EX; Ferguson, Carrie MTIC:EX; Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

I see the DCRs are the point of contact. We were not invited to the conference call on Friday. Anything that we need to know in addition to the info in the SB?

Could we know briefly what was communicated to the clients? Thanks.

From: Inkster, Cam C MTIC:EX
Sent: May-09-14 4:02 PM
To: Ferguson, Carrie MTIC:EX; Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Koot, Sharon MTIC:EX
Subject: RE: DRAFT Update SB Change Freeze Notification

Added my edits/comments.

Cam

From: Ferguson, Carrie MTIC:EX
Sent: May-09-14 3:58 PM
To: Gordon, Audra MTIC:EX
Cc: Mitrou, Shirley MTIC:EX; Inkster, Cam C MTIC:EX; Koot, Sharon MTIC:EX
Subject: DRAFT Update SB Change Freeze Notification

Hi Audra,

Please find attached the link for the updated change Freeze notification bulletin for your review, should you need it this weekend. This information is based on the details provided by you, Cam and Shirley.

https://sharedservices.gov.bc.ca/CLSB/SSBC_SB/Shared%20Documents/UPDATE%20DRAFT%20SB%20Change%20Freeze%20Notification.docx

Many thanks,

Carrie Ferguson
Communications Officer, Corporate Services Division
Shared Services BC | Ministry of Technology, Innovation and Citizens' Services

P 250.415.9392 | **F** 250.952.8293 carrie.ferguson@gov.bc.ca

Please consider the environment before printing this email

4

From:	Bailey, Ian D MTIC:EX
Sent:	Saturday, May 10, 2014 10:10 AM
To:	Goldsmith, Sue MTIC:EX; Donaldson, Ian R MTIC:EX
Subject:	RE: Date time

I agree thanks.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
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Phone (250) 387-8053
Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 9:59 AM
To: Donaldson, Ian R MTIC:EX
Cc: Bailey, Ian D MTIC:EX
Subject: RE: Date time
Importance: High

I think first reports were Tuesday, but you're right in that Friday/Monday's are big flexdays... I think we should request that the extended team methodically go through each and every change again and agree on which should be discounted or investigated again...

From: Donaldson, Ian R MTIC:EX
Sent: Saturday, May 10, 2014 9:07 AM
To: Goldsmith, Sue MTIC:EX
Subject: Fwd: Date time

Begin forwarded message:

> **From:** "Donaldson, Ian R MTIC:EX" <Ian.Donaldson@gov.bc.ca>
> **Date:** May 10, 2014 at 9:03:25 AM PDT
> **To:** "Perkins, Gary MTIC:EX" <Gary.Perkins@gov.bc.ca>
> **Subject: Re: Date time**
>
> Can we challenge that a bit - assuming Fridays are low volume and this was progressive it could have be a bit earlier but no later...right?
>
> I believe the issue is related to having 2 agents running but that could be the apps inability to service multiple agents or interaction between agents or load balancer.

1

My sense is that we will find it where change was made - in the app. Based on previous issues in other apps and assuming it is app based it will be with a temp file, a counter or something along those lines. If it is in the agent then an Iis and agent setting mismatch perhaps but why now unless an undocumented change was introduced. There could be a firewall setting as well but you think that would be less likely as the infrastructure has been in place for a while and change is less frequent. Load balancer less likely for the same reasons.

I am going to have a harder look at app changes to frequently used parts of the app. It is not like this falls over rarely at this time so it likely is with a commonly used part of the app that has recently changed - thoughts?

On May 10, 2014, at 8:33 AM, "Perkins, Gary MTIC:EX" <Gary.Perkins@gov.bc.ca> wrote:

> Will confirm today but I have heard 28th. Degradation grew worse through the week.
>
> Sent from Samsung Mobile
>
> -------- Original message --------
> From: "Donaldson, Ian R MTIC:EX"
> Date:05-10-2014 8:25 AM (GMT-08:00)
> To: "Perkins, Gary MTIC:EX"
> Subject: Date time
>
> Can you confirm the first date time an issue with icm was noted?

2

From:	Bailey, Ian D MTIC:EX
Sent:	Thursday, May 8, 2014 5:23 PM
To:	Witzer, David MTIC:EX; Goldsmith, Sue MTIC:EX; Sedmak, Niki M MTIC:EX; Hoel, Lynda M MTIC:EX
Subject:	RE: Do you have any thoughts on this weekend?

We need to plan for this as there will be activities on the weekend. This will need to be done tomorrow.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Witzer, David MTIC:EX
Sent: Thursday, May 8, 2014 4:20 PM
To: Bailey, Ian D MTIC:EX
Subject: Do you have any thoughts on this weekend?
Importance: High

I am looking ahead and thinking we should be prepared for this weekend and possibly share the info with RMG folks ASAP. It's a Mother's Day weekend, too.

I suspect part of the client business plans will be to catch up their work and we should be available to protect the services. I know that there is some thought to attempting changes over the weekend to work toward remediating the ICM infrastructure.

There is no shortage of our team needing a break, but resources are very scarce. Bringing in replacements can add risk.

Thoughts?

1

Not Responsive

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 5:33 PM
To:	Philip.Chan@softwareag.com
Cc:	Rutherford, Derek MTIC:EX; Alan.Taylor@softwareag.com; Michael.Domazet@softwareag.com; Scott.Camarotti@softwareag.com
Subject:	Re: ICM - emergency incident

Thanks Phillip.

Sent from Samsung Mobile

-------- Original message --------
From: "Chan, Philip"
Date: 05-12-2014 5:27 PM (GMT-08:00)
To: "Bailey, Ian D MTIC:EX"
Cc: "Rutherford, Derek MTIC:EX" ,"Taylor, Alan" ,"Domazet, Michael" ,"Camarotti, Scott"
Subject: ICM - emergency incident

Hi Ian,
I have been informed of the ICM issue and have reached out to SSISD to offer support. Despite it has been assessed that wM is not the cause, rest assured we will help Deloitte and Oracle regardless to rectify the problem where needed.
Regards,
Philip Chan
Regional Sales Manager
Software AG (Canada) Inc.
604.360.7856
philip.chan@softwareag.com

1

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 10:02 AM
To:	Severinsen, Brian A MTIC:EX
Cc:	Hughes, Bette-Jo MTIC:EX; Ehle, Dan MTIC:EX
Subject:	FW: ICM PRD Performance @ 9:50 some performance issues reported

Let's get an update on   s 15   and   s 15   thanks.

Ian Bailey
Assistant Deputy Minister Technology Solutions
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Cell (250) 216-8992

From: Barker, Laurie SDSI:EX
Sent: Monday, May 12, 2014 10:01 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: RE: ICM PRD Performance @ 9:50 some performance issues reported

Good morning,
We have not seen any symptoms on the system in the back end. We have determined that users have seen normal performance once the browser is reset. We also have a SSBC ticket open for the network for   s 15   and   s 15

Laurie

From: Barker, Laurie SDSI:EX
Sent: Monday, May 12, 2014 9:39 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: RE: ICM PRD Performance @ 7:00AM - GOOD

Good morning,
We have had a few performance symptoms reported; may be related to browser (internet explorer) sessions needing resetting on the desktop.

Validating reports will let you know shortly.

Laurie

From: Barker, Laurie SDSI:EX
Sent: Monday, May 12, 2014 7:19 AM
To: Taylor, Sheila A SDSI:EX; Sieben, Mark MCF:EX; Hughes, Bette-Jo MTIC:EX
Cc: Bailey, Ian D MTIC:EX; Dicks, Beverly J MCF:EX; Galbraith, David J SDSI:EX; Asher, Kathleen SDSI:EX; Lum, Wency SDSI:EX
Subject: Fwd: ICM PRD Performance @ 7:00AM - GOOD

1

No reports of performance issues today. User experience as expected.

Sent from my iPhone

Begin forwarded message:

> **From:** "Lu, Rena SDSI:EX" <Rena.Lu@gov.bc.ca>
> **Date:** May 12, 2014 at 7:03:30 AM PDT
> **To:** "Barker, Laurie SDSI:EX" <Laurie.Barker@gov.bc.ca>
> **Cc:** "Blake, Prarie SDSI:EX" <Prarie.Blake@gov.bc.ca>, "Muraro, Yvonne T SDSI:EX"
> <Yvonne.Muraro@gov.bc.ca>, "Byers, Rob A SDSI:EX" <Rob.Byers@gov.bc.ca>
> **Subject: ICM PRD Performance @ 7:00AM - GOOD**
>
> Hi Laurie
>
> ICM PRD has no performance issue as of 7:00AM.
>
> - Internal user count: 74
> - External user count: 4
> - Login speed is quick
> - Memory/CPU usage is normal.
>
> Regards,
> Rena
>
> _____
> **From:** Lu, Rena SDSI:EX
> **Sent:** Monday, May 12, 2014 6:35 AM
> **To:** Barker, Laurie SDSI:EX
> **Cc:** Blake, Prarie SDSI:EX (Prarie.Blake@gov.bc.ca)
> **Subject:** ICM PRD Performance @ 6:30AM - GOOD
>
> Hi Laurie
>
> ICM PRD has no performance issue as of 6:30AM.
>
> - Internal user count: 41
> - External user count: 2
> - Login speed is quick
> - Memory/CPU usage is normal.
>
> Regards,
> Rena
>
> _____
> **From:** Lu, Rena SDSI:EX
> **Sent:** Monday, May 12, 2014 6:08 AM
> **To:** Barker, Laurie SDSI:EX
> **Cc:** Blake, Prarie SDSI:EX (Prarie.Blake@gov.bc.ca)
> **Subject:** RE: ICM PRD Performance @ 6:00AM - GOOD

2

Hi Laurie,

Here's the internal and external user counts:

- Internal: 18
- External 1

I will provide this info in the subsequent reports.

Regards,
Rena

_____

From: Lu, Rena SDSI:EX
Sent: Monday, May 12, 2014 6:04 AM
To: Barker, Laurie SDSI:EX
Cc: Blake, Prarie SDSI:EX (Prarie.Blake@gov.bc.ca)
Subject: ICM PRD Performance @ 6:00AM - GOOD

Hi Laurie

ICM PRD has no performance issue as of 6:00AM.

- Login speed is quick
- Memory/CPU usage is normal.

Regards,
Rena

3

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 12:29 PM
To:	Shulhan, Steve MTIC:EX
Subject:	RE: ICM test plan - 1200-1400

So after test 1 and confirm we can replicate issue, then modify cache size and add logging on   s 15   restart iis/agent and do test 2?

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Shulhan, Steve MTIC:EX
Sent: Sunday, May 11, 2014 12:20 PM
To: Hoel, Lynda M MTIC:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: RE: ICM test plan - 1200-1400

Late change to test 1: - could not reconfigure test harness to bypass LB, so now testing OATS -> LB (s 15

Revised test cycle 1:

Test Cycle 1:

Changes since Saturday:
- none

Purpose:
- Confirm we can replicate issue today

Configuration:
- OATS -> LB (s 15   only)
-      s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

From: Shulhan, Steve MTIC:EX
Sent: May 11, 2014 12:05
To: Hoel, Lynda M MTIC:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: ICM test plan - 1200-1400

This is my understanding of the "happy path" test plan – if we don't see the expected results, there will be adjustments. Gary has a more complete plan, I just haven't documented all of it

Test Cycle 1:

1

Changes since Saturday:
- Bypass LB

Purpose:
- Confirm we can replicate issue today
- Confirm that LB is not a significant factor

Configuration:
- OATS -> s 15 (no LB)
- s 15 s 15 Agent -> s 15 s 15 Policy Server in s 15

Test Cycle 2:

Changes since Test 1:
- s 15 has been restarted with additional logging capability

Purpose:
- Confirm that issue can be replicated on s 15 without LB and with enhanced logging

Configuration:
- OATS -> s 15 (no LB)
- s 15 s 15 Agent -> s 15 s 15 Policy Server in s 15

Test Cycle 3:

Changes since Test 2:
- Change s 15 agent cache configuration on s 15 (requires IIS and s 15 agent restart)

Purpose:
- Determine effect of s 15 agent cache configuration change

Configuration:
- OATS -> s 15 (no LB)
- s 15 s 15 Agent -> s 15 s 15 Policy Server in s 15

Test Cycle 4:

Changes since Test 3:
- No changes; exact same test as Saturday

Purpose:
- Determine effect of s 15 agent cache configuration change

Configuration:
- OATS -> LB (s 15 only)
- s 15 s 15 Agent -> s 15 s 15 Policy Server in s 15

2

Steve Shulhan
A/Manager, Technical Services
Provincial Identity Information Management (IdIM) Program
Office of the Chief Information Officer
Steve.Shulhan@gov.bc.ca **|** Cell: 250-588-8346

Ministry of Technology, Innovation and Citizens' Services
Province of British Columbia
Mailing Address: PO BOX 9412 STN PROV GOVT, Victoria, BC V8W 9V1
Location: E269 - 4000 Seymour Place, Victoria, BC

3

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 12:27 PM
To:	Shulhan, Steve MTIC:EX; Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject:	RE: ICM test plan - 1200-1400

Ok.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Shulhan, Steve MTIC:EX
Sent: Sunday, May 11, 2014 12:26 PM
To: Bailey, Ian D MTIC:EX; Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: RE: ICM test plan - 1200-1400

Ian – LB between web tier and app tier is done by Siebel; no external LB appliance – confirmed with Deloitte

From: Bailey, Ian D MTIC:EX
Sent: May 11, 2014 12:22
To: Shulhan, Steve MTIC:EX; Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: RE: ICM test plan - 1200-1400

Thanks Steve. Is there a separate load balancer between web servers and Siebel middle tier?

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Shulhan, Steve MTIC:EX
Sent: Sunday, May 11, 2014 12:05 PM
To: Hoel, Lynda M MTIC:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: ICM test plan - 1200-1400

This is my understanding of the "happy path" test plan – if we don't see the expected results, there will be adjustments. Gary has a more complete plan, I just haven't documented all of it

Test Cycle 1:

1

Changes since Saturday:
- Bypass LB

Purpose:
- Confirm we can replicate issue today
- Confirm that LB is not a significant factor

Configuration:
- OATS ->   s 15   (no LB)
-   s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

Test Cycle 2:

Changes since Test 1:
-   s 15   has been restarted with additional logging capability

Purpose:
- Confirm that issue can be replicated on   s 15   without LB and with enhanced logging

Configuration:
- OATS -   s 15   (no LB)
-   s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

Test Cycle 3:

Changes since Test 2:
- Change   s 15   agent cache configuration on   s 15   (requires IIS and   s 15   agent restart)

Purpose:
- Determine effect of   s 15   agent cache configuration change

Configuration:
- OATS ->   s 15   (no LB)
-   s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

Test Cycle 4:

Changes since Test 3:
- No changes; exact same test as Saturday

Purpose:
- Determine effect of   s 15   agent cache configuration change

Configuration:
- OATS -> LB (s 15   only)
-   s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

2

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A/Manager, Technical Services
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Mailing Address: PO BOX 9412 STN PROV GOVT, Victoria, BC V8W 9V1
Location: E269 - 4000 Seymour Place, Victoria, BC

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 12:22 PM
To:	Shulhan, Steve MTIC:EX; Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject:	RE: ICM test plan - 1200-1400

Thanks Steve. Is there a separate load balancer between web servers and Siebel middle tier?

Ian Bailey
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From: Shulhan, Steve MTIC:EX
Sent: Sunday, May 11, 2014 12:05 PM
To: Hoel, Lynda M MTIC:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: ICM test plan - 1200-1400

This is my understanding of the "happy path" test plan – if we don't see the expected results, there will be adjustments. Gary has a more complete plan, I just haven't documented all of it

Test Cycle 1:

Changes since Saturday:
- Bypass LB

Purpose:
- Confirm we can replicate issue today
- Confirm that LB is not a significant factor

Configuration:
- OATS ->   s 15   (no LB)
-    s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

Test Cycle 2:

Changes since Test 1:
-    s 15   has been restarted with additional logging capability

Purpose:
- Confirm that issue can be replicated on   s 15   without LB and with enhanced logging

Configuration:
- OATS ->   s 15   (no LB)

1

-    s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

Test Cycle 3:

Changes since Test 2:
- Change   s 15   agent cache configuration on   s 15   (requires IIS and   s 15   agent restart)

Purpose:
- Determine effect of   s 15   agent cache configuration change

Configuration:
- OATS ->   s 15   (no LB)
-    s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

Test Cycle 4:

Changes since Test 3:
- No changes; exact same test as Saturday

Purpose:
- Determine effect of   s 15   agent cache configuration change

Configuration:
- OATS -> LB (s 15   only)
-    s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

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Location: E269 - 4000 Seymour Place, Victoria, BC

2

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 12:32 PM
To:	Shulhan, Steve MTIC:EX
Subject:	RE: ICM test plan - 1200-1400

Ok – makes sense. Going to store – back in 45 mins.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Shulhan, Steve MTIC:EX
Sent: Sunday, May 11, 2014 12:31 PM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM test plan - 1200-1400

No

Test 2 will only replicate on   s 15   via LB, with enhanced logging, no cache changes

Cache changes come in Test 3

From: Bailey, Ian D MTIC:EX
Sent: May 11, 2014 12:29
To: Shulhan, Steve MTIC:EX
Subject: RE: ICM test plan - 1200-1400

So after test 1 and confirm we can replicate issue, then modify cache size and add logging on   s 15   restart iis/agent
and do test 2?

Ian Bailey
Assistant Deputy Minister Technology Solutions
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From: Shulhan, Steve MTIC:EX
Sent: Sunday, May 11, 2014 12:20 PM
To: Hoel, Lynda M MTIC:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David
MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: RE: ICM test plan - 1200-1400

Late change to test 1: - could not reconfigure test harness to bypass LB, so now testing OATS -> LB (s 15

1

Revised test cycle 1:

Test Cycle 1:

Changes since Saturday:
- none

Purpose:
- Confirm we can replicate issue today

Configuration:
- OATS -> LB (ₛ15 only)
- ₛ15 ₛ15 Agent -> ₛ15 ₛ15 Policy Server in ₛ15

From: Shulhan, Steve MTIC:EX
Sent: May 11, 2014 12:05
To: Hoel, Lynda M MTIC:EX; Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Witzer, David MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: ICM test plan - 1200-1400

This is my understanding of the "happy path" test plan – if we don't see the expected results, there will be adjustments. Gary has a more complete plan, I just haven't documented all of it

Test Cycle 1:

Changes since Saturday:
- Bypass LB

Purpose:
- Confirm we can replicate issue today
- Confirm that LB is not a significant factor

Configuration:
- OATS -> ₛ15 (no LB)
- ₛ15 ₛ15 Agent -> ₛ15 ₛ15 Policy Server in ₛ15

Test Cycle 2:

Changes since Test 1:
- ₛ15 has been restarted with additional logging capability

Purpose:
- Confirm that issue can be replicated on ₛ15 without LB and with enhanced logging

Configuration:
- OATS -> ₛ15 (no LB)
- ₛ15 ₛ15 Agent -> ₛ15 ₛ15 Policy Server in ₛ15

Test Cycle 3:

Changes since Test 2:
- Change   s 15   agent cache configuration on   s 15   (requires IIS and   s 15   agent restart)

Purpose:
- Determine effect of   s 15   agent cache configuration change

Configuration:
- OATS ->   s 15   (no LB)
-    s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

Test Cycle 4:

Changes since Test 3:
- No changes; exact same test as Saturday

Purpose:
- Determine effect of   s 15   agent cache configuration change

Configuration:
- OATS -> LB (s 15   only)
-    s 15   s 15   Agent ->   s 15   s 15   Policy Server in   s 15

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Mailing Address: PO BOX 9412 STN PROV GOVT, Victoria, BC V8W 9V1
Location: E269 - 4000 Seymour Place, Victoria, BC

3

Moreau, Denise MTIC:EX

From:	Bailey, Ian D MTIC:EX
Sent:	Tuesday, May 6, 2014 8:19 PM
To:	Ehle, Dan MTIC:EX
Subject:	RE: ICM Update - Action Items

Thanks Dan.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Ehle, Dan MTIC:EX
Sent: Tuesday, May 6, 2014 9:56 PM
To: Bailey, Ian D MTIC:EX
Subject: Fw: ICM Update - Action Items
Importance: High

Hi Ian.
Sue and Ian D are doing excellent jobs managing relationship and technical issues on this one.
Thanks

From: Goldsmith, Sue MTIC:EX <Sue.Goldsmith@gov.bc.ca>
Sent: Tuesday, May 6, 2014 6:24 PM
To: Bailey, Ian D MTIC:EX
Cc: Hoel, Lynda M MTIC:EX; Donaldson, Ian R MTIC:EX; Sedmak, Niki M MTIC:EX; Ehle, Dan MTIC:EX; Perkins, Gary MTIC:EX
Subject: ICM Update - Action Items

- The ICM DR system is available only to the techs (ie testing phase), and will be made available to a limited user base (names being loaded at 8 pm tonight by ___s 15___ staff)
- One of the two ICM web servers is being pointed at the ___s 15___ policy server to split the load. (This was working fine this afternoon, but there were only about 650 users on ___s 15___ policy server – so not significant enough load to have experienced the problem). But hoping this may split the load enough that ICM will work tomorrow and enable troubleshooting to determine if the ___s 15___ policy server is the source of the problem. Check-in at 8 am tomorrow to see how this works as system loads go up again.
- We are going to fly in a ___s 15___ expert from CA asap. Even if we find the problem soon, they can provide consulting on the optimum configurations for ___s 15___ – basically do a complete review of how this is configured within ICM. (Lynda)
- Determine if we can add another policy server to the environment to further split the load (Ian D)
- Lynda to have techs examine Agent Configuration Object cleanup that was done two weeks ago – see if this would have had an impact and rollback. (This was reviewed previously and not thought to be a problem.)
- Future ___s 15___ staffing review (Lynda/Ian).
- Next Executive check-in at 845 am tomorrow.

Please let me know if you need any other details tonight.

1

Thanks, Sue

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 3:01 PM
To:	Perkins, Gary MTIC:EX
Subject:	RE: ICM Update from 10 am conf call

Thanks . What is the status of the review of all changes for the past month as suggested by Ian D?

BTW - you are doing an awesome job - everyone knows you now :-).

Thanks, Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

-----Original Message-----
From: Perkins, Gary MTIC:EX
Sent: Sunday, May 11, 2014 2:58 PM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Hi Ian -- these would be my recommended updates:

Update from today's activities:

1.   Simulation of many users against production environment carried out noon to 2pm.

2.   Simulation tool was able to replicate symptoms similar to yesterday on primary web server. Simulation tool was able to replicate symptoms independently to the secondary web server as well.

3.   Acting on advice from the vendors made changes during the test that did not improve performance/stability.

4.   Significant data logs collected for analysis and vendors will analyze and share findings tomorrow morning.

5.   Team continuing to examine differences between production and alternate system as test tool did not show symptoms when tested in alternate system yesterday.

6.   Data update of alternate system will happen again tonight.

7.   No further tests are planned pending the outcome of the vendor analysis.

8.   Team will be monitoring closely tomorrow morning as users begin to log in. System is in same configuration as it was Thursday and Friday.

-----Original Message-----
From: Perkins, Gary MTIC:EX
Sent: May-10-14 6:00 PM

1

To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Hi Ian,

I made updates below. We have no reason to believe the test tool hitting the CLP would invalidate the findings we saw. If anything it makes the test tool work harder.
Following the testing today 3 streams of activities identified as:
- clean up test tool (done)
- analyze packet captures/logs
- compare DR and PR

Let me know if any questions or concerns with below.

Regards, Gary
_____
From: Bailey, Ian D MTIC:EX
Sent: May 10, 2014 5:34 PM
To: Perkins, Gary MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Gary is this correct below:

Update from today's activities:

1.   Simulation of many users against production environment carried out noon to 2pm.

2.   Simulation tool was able to replicate symptoms similar to what users were seeing previously.   Data logs collected for analysis.

3.   Vendors are analysing logs and expected to share findings tomorrow morning.

4.   Team examining differences between production and alternate system as test tool did not show symptoms when tested in alternate system yesterday.

5.   Data update of alternate system will happen again tonight.

6.   Another simulation of many users will be carried out against production environment tomorrow noon to 2pm.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Saturday, May 10, 2014 11:09 AM
To: Hughes, Bette-Jo MTIC:EX
Cc: Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: FW: ICM Update from 10 am conf call

2

Bette-Jo,

1.   Production system is online and stable – weekend use will be light.

2.   SWAT team continues to monitor the system.

3.   Read-only system updated last night so case workers will have alternate system with fresh information.

4.   Diagnostic tools put in place for noon for a noon to 2pm test on the production system - will simulate up to 5000 users to hopefully identify root cause.

5.   Update will be provided later this afternoon after simulation test.

6.   Additional simulation testing will be done Sunday to identify the root cause.

7.   Government and Vendor staff continue to review technical data to identity potential causes.

Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:53 AM
To: Bailey, Ian D MTIC:EX
Subject: ICM Update from 10 am conf call

ACTIVITIES COMPLETED LAST NIGHT/EARLY THIS MORNING:

-     Manual synch of data to read-only site successfully completed last night.

-     Turned up additional logging/tracing in infrastructure.

-     Firewall rule pushed out successfully.

-     DR system – simulated user load testing for up to 5000 users but problem didn't appear.

CURRENT STATUS:

-     Production system online and stable. Very small number of users on currently.

SCHEDULED FOR TODAY:

-     Noon-2 pm (approved change window) activity to simulate user load testing against Production system.

-     Reconvene swat team call at 2 pm to review results.

-     LDAP testing (alternative to   s 15

-     Re-synch read-only system data 730 pm.

3

SUNDAY:

-        Add   s 15   back in (web server in   s 15

-        Do simulated load testing in Production.

-        Remove   s 15

-        Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

4

From:	Bailey, Ian D MTIC:EX
Sent:	Saturday, May 10, 2014 7:58 PM
To:	Perkins, Gary MTIC:EX
Subject:	RE: ICM Update from 10 am conf call

Thanks Gary. Laurie provided the same update already.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

-----Original Message-----
From: Perkins, Gary MTIC:EX
Sent: Saturday, May 10, 2014 6:00 PM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Hi Ian,

I made updates below. We have no reason to believe the test tool hitting the CLP would invalidate the findings we saw. If anything it makes the test tool work harder.
Following the testing today 3 streams of activities identified as:
- clean up test tool (done)
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- compare DR and PR

Not Responsive

Let me know if any questions or concerns with below.

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2.   Simulation tool was able to replicate symptoms similar to what users were seeing previously.   Data logs collected for analysis.

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3.   Vendors are analysing logs and expected to share findings tomorrow morning.

4.   Team examining differences between production and alternate system as test tool did not show symptoms when tested in alternate system yesterday.

5.   Data update of alternate system will happen again tonight.

6.   Another simulation of many users will be carried out against production environment tomorrow noon to 2pm.

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To: Hughes, Bette-Jo MTIC:EX
Cc: Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: FW: ICM Update from 10 am conf call

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1.   Production system is online and stable – weekend use will be light.

2.   SWAT team continues to monitor the system.

3.   Read-only system updated last night so case workers will have alternate system with fresh information.

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Ian.

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From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:53 AM
To: Bailey, Ian D MTIC:EX
Subject: ICM Update from 10 am conf call

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- Add   s 15   back in (web server in   s 15

- Do simulated load testing in Production.

- Remove   s 15

- Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

3

From:	Bailey, Ian D MTIC:EX
Sent:	Saturday, May 10, 2014 5:35 PM
To:	Perkins, Gary MTIC:EX
Subject:	RE: ICM Update from 10 am conf call

Gary is this correct below:

Update from today's activities:

1. Simulation of many users against production environment carried out noon to 2pm.
2. Simulation tool had improper script resulting in double logons. Problems were detected and data logs collected.
3. Vendors are analysing logs, however we may just be seeing delays from double logons.
4. Data update of alternate system will happen again tonight.
5. Network security fix for IPS is scheduled for tomorrow morning change window – not related to ICM.
6. Another simulation of many users will be carried out against production environment tomorrow noon to 2pm. Script will be repaired prior to test.

Ian Bailey
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2

From: Bailey, Ian D MTIC:EX
Sent: Saturday, May 10, 2014 10:53 AM
To: Goldsmith, Sue MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Wanted to put it into format appr for MAW.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:52 AM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Yep. Just you or Bette-Jo too

From: Bailey, Ian D MTIC:EX
Sent: Saturday, May 10, 2014 10:51 AM
To: Goldsmith, Sue MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Can you send updated email then

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:50 AM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Add – remove   s 15   on Sunday (see below)

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:49 AM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Scratch the - today – additional logging – done last night.

1

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 10:46 AM
To: Bailey, Ian D MTIC:EX
Subject: ICM Update from 10 am conf call

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Ian Bailey
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Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
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- Do simulated load testing in Production.
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- Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 3:08 PM
To:	Perkins, Gary MTIC:EX
Subject:	RE: ICM Update from 10 am conf call

Gary,

Wondering if the teams have walked through the data flows and identified all points that need logging. Seems we have some visibility into block threads but lacking visibility of what they are waiting on.

 Also, is there a chance we could get change windows Mon-Fri evenings - has that been discussed?

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

-----Original Message-----
From: Perkins, Gary MTIC:EX
Sent: Sunday, May 11, 2014 2:58 PM
To: Bailey, Ian D MTIC:EX
Subject: RE: ICM Update from 10 am conf call

Hi Ian -- these would be my recommended updates:

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- compare DR and PR

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Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

From: Bailey, Ian D MTIC:EX
Sent: Saturday, May 10, 2014 11:09 AM
To: Hughes, Bette-Jo MTIC:EX
Cc: Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX

2

Subject: FW: ICM Update from 10 am conf call

Bette-Jo,

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Ian.

Ian Bailey
Assistant Deputy Minister Technology Solutions Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services Phone (250) 387-8053 Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
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To: Bailey, Ian D MTIC:EX
Subject: ICM Update from 10 am conf call

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- Do simulated load testing in Production.

- Remove ~~s 15~~

- Add A38 network switch back in.

Added: Have extended team methodically revisit all previous changes.

4

From:	Bailey, Ian D MTIC:EX
Sent:	Sunday, May 11, 2014 9:23 AM
To:	Goldsmith, Sue MTIC:EX; Hughes, Bette-Jo MTIC:EX
Subject:	RE: MS Status update: ICM Performance Issue

Thanks Sue – some progress ☺.

Bette-Jo, the analysis of the logs from yesterday's simulation show faults with two components and those vendors are investigating (Microsoft, Oracle Seibel, and   s 15   teams). They are setting up for the next simulation at noon I believe.

The network infrastructure work was completed in this morning's change window. Remember that this is not the Pharmacare issue – which has not shown itself over the weekend.

You will see Laurie's note that the manual data load into the read-only system was completed.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Saturday, May 10, 2014 9:05 PM
To: Bailey, Ian D MTIC:EX
Subject: Fw: MS Status update: ICM Performance Issue

Fyi.

From: Ed Capko [mailto:ecapko@microsoft.com]
Sent: Saturday, May 10, 2014 08:43 PM
To: Lum, Wency SDSI:EX; Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Murch, Dennis MTIC:EX; Beaton, Cindy M SDSI:EX
Cc: Kim Fleming <kfleming@microsoft.com>; Scott Anderson (CANADA) <scanders@microsoft.com>
Subject: MS Status update: ICM Performance Issue
Sharing Management Update:

The Microsoft assessment is complete.

Summary:
This case seems to have TWO issues:

s.15

i

s.15

s 15

Recommended Action Plan:
At this time, this issue is going to need you to engage Oracle and   s 15   both.

(TAM note: We do not own those products so do not have the symbol libraries to dig in deeper.)

We will look for a response from Ankit as case owner on your side on proceeding tonight with our Escalation Engineers.

Ed

Microsoft

Ed Capko

Senior Technical Account Manager
Microsoft Services Canada

Office: 604.247.6175
Mobile: 778.227.0921
ecapko@microsoft.com

PREMIER SUPPORT: 1-800-936-7358
PREMIER SUPPORT WEBSITE: https://premier.microsoft.com

My goal is that you're very satisfied with every aspect of Premier Support. If you are not completely satisfied with your case or any other aspect of Premier Support, please contact me immediately!

From: Ed Capko
Sent: May 10, 2014 6:39 PM
To: 'Lum, Wency SDSI:EX'
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson (CANADA); Dennis.Murch@gov.bc.ca; Kim Fleming; Cindy Beaton
Subject: RE: URGENT: Microsoft Resource Request

(Looping in Dennis as 1 of the 3 decision makers for Microsoft Premier activity here I am working with – Gary, Cindy, Dennis, plus Scott (your Account Manager) and Kim (My Manager)

Hi Wency,

Just to respond to the complete thread:

- Log analysis – is occurring now (details in attachment)
- Request for an on-site engineer tomorrow. As discussed on the phone, Microsoft has a full team working this critical business impact case via:
  - o Premier Support case – Senior Escalation Engineers – Tier 3 owning the troubleshooting including analysis on this case 7 X 24 which are based across the globe. When Severity A we have multiple eyes on the case reviewing.
  - o IIS Premier Field Engineer – I have secured Clint Huffman who is a Senior PFE remotely starting tomorrow morning until next Friday for consistency long term if this issue runs that long out of the US. He has deep t/shooting skills and the author of PAL which is a common tool used. Unfortunately he has

2

requirements that prevent him from travelling. Having said that, he is one of our best and can effectively delivery remotely, perhaps even more so, to stay focused on the work needed.

- o To facilitate all Premier support work, I will be onsite tomorrow at 333 Quebec Street by 9:00AM. Clint will be on the 9AM call as well as have tentatively arranged the Senior Escalation Engineer to call in – depending on what is covered off tonight.

Please phone me if you have any questions / concerns on the above. We are 110% committed to supporting you in the most effective way here.

Ed

Microsoft   Ed Capko

                                                                Office: 604.247.6175
                                                                Mobile: 778.227.0921
                        Senior Technical Account Manager   ecapko@microsoft.com
                        Microsoft Services Canada

PREMIER SUPPORT: 1-800-936-7358
PREMIER SUPPORT WEBSITE: https://premier.microsoft.com

My goal is that you're very satisfied with every aspect of Premier Support. If you are not completely satisfied with your case or any other aspect of Premier Support, please contact me immediately!

From: Lum, Wency SDSI:EX [mailto:Wency.Lum@gov.bc.ca]
Sent: May 10, 2014 4:44 PM
To: Ed Capko
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX; Scott Anderson (CANADA)
Subject: RE: URGENT: Microsoft Resource Request

Ed, to clarify we need the log analysis to occur overnight, and we need the engineer on site for 10 am tomorrow at   s.15

        s.15

_____
From: Lum, Wency SDSI:EX
Sent: Saturday, May 10, 2014 4:37 PM
To: Capko, Ed MTIC:IN
Cc: Lutynec, Bill SDSI:EX; Armstrong, Ian MTIC:EX; Goldsmith, Sue MTIC:EX; Perkins, Gary MTIC:EX
Subject: URGENT: Microsoft Resource Request
Importance: High

Hi Ed,

This email is to confirm that the Province requests the Microsoft resource needed for tomorrow's meeting to **Analysis of Packet Captures and Logs**. Bill and/or Gary Perkins will be in touch regarding specifics of what is needed.

To summarize, two key activities are requested OVERNIGHT

- Analysis of Packet Captures/Logs provided on the Sharepoint Site
- Compare Production and DR web servers (explain why Prod had symptoms and not DR).

3

For any more info, please contact Bill or Gary.

Wency Lum
Executive Director, Systems Operations

_____

Integrated Case Management
Social Sector Information Services Division (SSISD)
Serving the Ministries of Social Development and Children & Family Development
Office: 333 Quebec Street
Mobile: (250) 516-6404 Desk: (250) 356-1808
email: Wency.Lum@gov.bc.ca

4

Moreau, Denise MTIC:EX

From:	Bailey, Ian D MTIC:EX
Sent:	Friday, May 9, 2014 2:35 PM
To:	Plater, Sharon MTIC:EX; Goldsmith, Sue MTIC:EX
Subject:	RE: s 14

s 14

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Plater, Sharon MTIC:EX
Sent: Friday, May 9, 2014 2:27 PM
To: Goldsmith, Sue MTIC:EX; Bailey, Ian D MTIC:EX
Subject: RE: s 14

s 14

From: Goldsmith, Sue MTIC:EX
Sent: May-09-14 2:04 PM
To: Plater, Sharon MTIC:EX; Bailey, Ian D MTIC:EX
Subject: FW   s 14
Importance: High

s 14

Thanks...S

From: Taylor, Matthew JAG:EX
Sent: May-09-14 2:02 PM
To: Goldsmith, Sue MTIC:EX
Subject: s 14

Sue,

Regards,

Matthew Taylor
Barrister & Solicitor

Ministry of Attorney General
Legal Services Branch
1301 - 865 Hornby Street

1

Vancouver BC V6Z 2G3
604 660-8257 (o)
604 375-2590 (c)
604 660-2636 (f)

2

From:	Bailey, Ian D MTIC:EX
Sent:	Friday, May 9, 2014 2:07 PM
To:	Plater, Sharon MTIC:EX
Subject:	RE: s 14

s 14

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Goldsmith, Sue MTIC:EX
Sent: Friday, May 9, 2014 2:04 PM
To: Plater, Sharon MTIC:EX; Bailey, Ian D MTIC:EX
Subject: FW: s 14
Importance: High

s 14

Thanks...S

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Sent: May-09-14 2:02 PM
To: Goldsmith, Sue MTIC:EX
Subject: s 14

Sue,

s 14

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Matthew Taylor
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1301 - 865 Hornby Street
Vancouver BC V6Z 2G3
604 660-8257 (o)
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604 660-2636 (f)

1

2

From:	Bailey, Ian D MTIC:EX
Sent:	Friday, May 9, 2014 11:44 AM
To:	Hughes, Bette-Jo MTIC:EX
Subject:	RE: note to staff

looks ok to me.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Hughes, Bette-Jo MTIC:EX
Sent: Friday, May 9, 2014 11:38 AM
To: Bailey, Ian D MTIC:EX
Subject: FW: note to staff

An updated version

From: Asher, Kathleen SDSI:EX
Sent: May 9, 2014 11:24 AM
To: Sieben, Mark MCF:EX
Cc: Dicks, Beverly J MCF:EX; Johnston, Karen GCPE:EX; Taylor, Sheila A SDSI:EX; Hughes, Bette-Jo MTIC:EX; Leslie, Lisa GCPE:EX
Subject: RE: note to staff

Hi Mark,

I took a stab at making some changes ☺

Hello Everyone

It's been a trying couple of days for many in our child welfare service area as well as in our provincial programs who have not been able to count on a stable , robust information management system to assist with their work. While some staff have not experienced issues with the system, others have experienced intermittent access or ongoing slow performance issues. I want to make a point of acknowledging all of your efforts in adapting to local and provincial continuity plans in order to continue to provide service to children and families. I also want to assure you that an incredible effort is being made to bring stability back to the system as well as isolate and remedy the problem.

Those who have continued to access ICM during this time have reported that the system has been more stable in the last few days and the ICM environment itself remains sound. Much

1

like the ministry itself, our information management system sits within a broader government system. We believe the problem exists between the main government system and our information management system. The priority now will be to maintain system stability while continuing to troubleshoot the issue.

We will know more by the end of the weekend as a remarkable team of staff from the shared MCFD/SDSI systems organization, Shared Services BC, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while rectifying the primary problem.

Again, thank you for your individual and collective effort. I recognize it has been a frustrating time for many of us. While things have improved, more needs to be and will be done to address the problem.

Kathleen Asher

Executive Director, Integrated Case Management | Certified Executive Coach
Social Sector Information Services Division (SSISD)
'serving the Ministries of Children & Family Development and Social Development and Social Innovation'

Office: 250-356-2688 | Cell: 250-217-7762

From: Sieben, Mark MCF:EX
Sent: May-09-14 10:57 AM
To: Dicks, Beverly J MCF:EX; Johnston, Karen GCPE:EX; Taylor, Sheila A SDSI:EX; Hughes, Bette-Jo MTIC:EX; Asher, Kathleen SDSI:EX
Subject: Fwd: note to staff

Proposed message from MCFD DM to staff for end of day today

Sent from my iPad

Begin forwarded message:

Hello Everyone – Happy Friday

It's been a trying couple of weeks for many in our child welfare service area as well as a few of our provincial programs who have not been able to count on a stable , robust information management system to assist with their work. While some staff have had few if any problems, others have experienced intermittent access or ongoing slow performance issues. I want to make a point of acknowledging your additional effort required by adapting to local and provincial continuity plans in

order to continue to provide service to children and families. I also want to assure you that an incredible effort is being made to bring stability back to the system as well as isolate and remedy the problem.

Those who have continued to access ism or those who among the users in the last 2 days when the system has been more stable are aware that the icm environment itself remains sound. Much like the ministry itself, our information management system sits within a broader government system. The problem exists between the main government system and our information management system. When users log in, the main government system is not reliably authenticating user identification clogging up access to ICM. The problem is worse when there are a lot of users or a lot of activity in the system.

Albeit with a managed number of users , the system has performed well for the last 2 days. The priority now will be to maintain system stability while isolating the identification authorization issue between the government's main system and ICM. We will know more by the end of the weekend as a remarkable team of staff from the ICM project team, Shared Services BC, both our ministry and SDSI, and staff from a number of IM/IT companies continue to work on enhancing system stability to support more users while rectifying the primary problem.

Again, thank you for your individual and collective effort. I recognize its been a frustrating week or longer for many of us. While things have improved, more needs and will be done to address the problem.

3

From:	Bailey, Ian D MTIC:EX
Sent:	Saturday, May 10, 2014 11:32 AM
To:	Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX
Subject:	Re: Paul onsite

Thx

Sent from Samsung Mobile

-------- Original message --------
From: "Hoel, Lynda M MTIC:EX"
Date: 05-10-2014 11:25 AM (GMT-08:00)
To: "Goldsmith, Sue MTIC:EX" ,"Bailey, Ian D MTIC:EX"
Subject: Paul onsite

Hi Sue and Ian,
Just talking with Paul and Steve about Paul going onsite to ICM.
Paul is heading down there now for the change windows today and tomorrow. He is interested to see how they are going about the testing. He will test out his tools while he is there to ensure he has connectivity through VPN.
Once he gets back I'll talk to him about his presence their next week.
Lynda Hoel
A/Executive Director
Provincial Identity Information Management Program
Office of the Chief Information Officer
_____
Ministry of Technology, Innovation and Citizens' Services
4000 Seymour Place, Victoria, BC
Phone: 250.356.9101 Mobile: 250.217.9345
Email: Lynda.Hoel@gov.bc.ca

1

Not Responsive

1

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 5, 2014 12:59 PM
To:	Goldsmith, Sue MTIC:EX; Hoel, Lynda M MTIC:EX
Subject:	RE: URGENT: Infrastructure/ICM Performance Issues

Ok

Sent from Samsung Mobile

-------- Original message --------
From: "Goldsmith, Sue MTIC:EX"
Date: 05-05-2014 3:56 PM (GMT-05:00)
To: "Bailey, Ian D MTIC:EX" ,"Hoel, Lynda M MTIC:EX"
Subject: RE: URGENT: Infrastructure/ICM Performance Issues

Not yet. Another cause is potentially some port mirroring that has been enabled to monitor the infrastructure – that was turned off at lunchtime (in spite of a change freeze for the Premier's Office – Executive decision – low risk though). Will find out more at 1 pm in regards to both potential causes.

From: Bailey, Ian D MTIC:EX
Sent: May-05-14 12:30 PM
To: Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX
Subject: RE: URGENT: Infrastructure/ICM Performance Issues
Is it confirmed that   s 15   causing problems?
Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Hoel, Lynda M MTIC:EX
Sent: Monday, May 5, 2014 12:21 PM
To: Goldsmith, Sue MTIC:EX; Bailey, Ian D MTIC:EX
Subject: FW: URGENT: Infrastructure/ICM Performance Issues
Ian and Sue,
As a further update, Paul has opened a P1 ticket with our vendor CA.
I have been in contact with our Account Executive at CA and he has confirmed back to me that he will ensure they have the appropriate resources working on it.
I will keep you informed as to the progress.
Thanks,
Lynda

From: Hoel, Lynda M MTIC:EX
Sent: Monday, May 5, 2014 11:11 AM
To: Goldsmith, Sue MTIC:EX; Ehle, Dan MTIC:EX; Perkins, Gary MTIC:EX

1

Cc: Rutherford, Derek MTIC:EX; Bailey, Ian D MTIC:EX
Subject: RE: URGENT: Infrastructure/ICM Performance Issues
Thanks Sue – Paul is actively working on this issue with HPAS. They have just gone into a SWAT and I should have another update after
the meeting.
Lynda

From: Goldsmith, Sue MTIC:EX
Sent: Monday, May 5, 2014 10:24 AM
To: Hoel, Lynda M MTIC:EX; Ehle, Dan MTIC:EX; Perkins, Gary MTIC:EX
Cc: Rutherford, Derek MTIC:EX; Bailey, Ian D MTIC:EX
Subject: URGENT: Infrastructure/ICM Performance Issues
Importance: High
Hi Lynda, Dan and Gary, just a quick email to thank you for providing expert swat team members. This issue is extremely serious and has resulted in the shutdown of operations in many ICM offices across the Province. In addition, this has been going on to some degree for a week and has now reached beyond a critical status.
Could you please check in with your swat team members on a regular basis to ensure they have all the support they need to get this resolved asap.
Gary – Greg D.
Lynda – Paul S.
Dan - ?
I did speak with Ian Donaldson and he has key folks from his organization, HPAS, and the Ministry / Deloitte engaged.
Sue (for Ian)

From: Barker, Laurie SDSI:EX
Sent: May-05-14 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

Moreau, Denise MTIC:EX

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 5, 2014 12:30 PM
To:	Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX
Subject:	RE: URGENT: Infrastructure/ICM Performance Issues

Is it confirmed that   s 15   causing problems?

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

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Sent: Monday, May 5, 2014 12:21 PM
To: Goldsmith, Sue MTIC:EX; Bailey, Ian D MTIC:EX
Subject: FW: URGENT: Infrastructure/ICM Performance Issues

Ian and Sue,

As a further update, Paul has opened a P1 ticket with our vendor CA.

I have been in contact with our Account Executive at CA and he has confirmed back to me that he will ensure they have the appropriate resources working on it.

I will keep you informed as to the progress.

Thanks,
Lynda

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Cc: Rutherford, Derek MTIC:EX; Bailey, Ian D MTIC:EX
Subject: RE: URGENT: Infrastructure/ICM Performance Issues

Thanks Sue – Paul is actively working on this issue with HPAS. They have just gone into a SWAT and I should have another update after
the meeting.

Lynda

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Sent: Monday, May 5, 2014 10:24 AM
To: Hoel, Lynda M MTIC:EX; Ehle, Dan MTIC:EX; Perkins, Gary MTIC:EX
Cc: Rutherford, Derek MTIC:EX; Bailey, Ian D MTIC:EX

1

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Importance: High

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Could you please check in with your swat team members on a regular basis to ensure they have all the support they need to get this resolved asap.

Gary – Greg D.
Lynda – Paul S.
Dan - ?

I did speak with Ian Donaldson and he has key folks from his organization, HPAS, and the Ministry / Deloitte engaged.

Sue (for Ian)

From: Barker, Laurie SDSI:EX
Sent: May-05-14 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
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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

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 5, 2014 10:55 AM
To:	Goldsmith, Sue MTIC:EX
Subject:	RE: URGENT: Infrastructure/ICM Performance Issues

Ok thanks

Sent from Samsung Mobile

-------- Original message --------
From: "Goldsmith, Sue MTIC:EX"
Date: 05-05-2014 1:54 PM (GMT-05:00)
To: "Bailey, Ian D MTIC:EX"
Subject: RE: URGENT: Infrastructure/ICM Performance Issues

Don't worry this is well in hand. The right senior techs are working on this. I suspect it's an application problem, but there's a swat comprised of everyone…just in case…

From: Bailey, Ian D MTIC:EX
Sent: May-05-14 10:53 AM
To: Goldsmith, Sue MTIC:EX; Hoel, Lynda M MTIC:EX; Ehle, Dan MTIC:EX; Perkins, Gary MTIC:EX
Cc: Rutherford, Derek MTIC:EX
Subject: Re: URGENT: Infrastructure/ICM Performance Issues
Just landed...
Sent from Samsung Mobile

-------- Original message --------
From: "Goldsmith, Sue MTIC:EX" <Sue.Goldsmith@gov.bc.ca>
Date: 05-05-2014 1:24 PM (GMT-05:00)
To: "Hoel, Lynda M MTIC:EX" <Lynda.Hoel@gov.bc.ca>,"Ehle, Dan MTIC:EX" <Dan.Ehle@gov.bc.ca>,"Perkins, Gary MTIC:EX" <Gary.Perkins@gov.bc.ca>
Cc: "Rutherford, Derek MTIC:EX" <Derek.Rutherford@gov.bc.ca>,"Bailey, Ian D MTIC:EX" <Ian.Bailey@gov.bc.ca>
Subject: URGENT: Infrastructure/ICM Performance Issues

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Lynda – Paul S.

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Sue (for Ian)

From: Barker, Laurie SDSI:EX
Sent: May-05-14 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
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Laurie Barker
Assistant Deputy Minister
Social Sector Information Services Branch

Moreau, Denise MTIC:EX

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Cc:	Rutherford, Derek MTIC:EX
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Sent from Samsung Mobile

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1

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Sent:	Monday, May 5, 2014 2:11 PM
To:	Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX
Subject:	RE: URGENT: Infrastructure/ICM Performance Issues

Any more news?

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Hoel, Lynda M MTIC:EX
Sent: Monday, May 5, 2014 3:42 PM
To: Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX
Subject: RE: URGENT: Infrastructure/ICM Performance Issues

Not conclusive as to the cause but after analyzing the logs this morning Paul believes the agent isn't communicating properly to the policy server for authorization traffic. There are lots of logs to go through and he thinks it's beneficial to bring CA into the loop for more parallel analysis of the problem.

He is also working with HPAS as they too have discovered high latency between their application server and our s 15 policy server which correlates Paul's new findings where he doesn't see ICM's s 15 transactions finishing off properly when they are having issues.

CA is presently on the phone with Paul so I should receive some more information soon.

Lynda

From: Bailey, Ian D MTIC:EX
Sent: Monday, May 5, 2014 12:30 PM
To: Hoel, Lynda M MTIC:EX; Goldsmith, Sue MTIC:EX
Subject: RE: URGENT: Infrastructure/ICM Performance Issues

Is it confirmed that s 15 causing problems?

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Hoel, Lynda M MTIC:EX
Sent: Monday, May 5, 2014 12:21 PM

1

To: Goldsmith, Sue MTIC:EX; Bailey, Ian D MTIC:EX
Subject: FW: URGENT: Infrastructure/ICM Performance Issues

Ian and Sue,

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Importance: High

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Gary – Greg D.
Lynda – Paul S.
Dan - ?

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Sue (for Ian)

From: Barker, Laurie SDSI:EX
Sent: May-05-14 10:00 AM

2

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
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Colleagues,

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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

3

From:	Bailey, Ian D MTIC:EX
Sent:	Friday, May 9, 2014 1:37 PM
To:	Witzer, David MTIC:EX; Goldsmith, Sue MTIC:EX
Subject:	RE: Weekend Coverage

Cell phone is 250-216-8992
Home phone is   s 22

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
Ministry of Technology, Innovation and Citizens' Services
Phone (250) 387-8053
Cell (250) 216-8992

From: Witzer, David MTIC:EX
Sent: Friday, May 9, 2014 1:35 PM
To: Bailey, Ian D MTIC:EX; Goldsmith, Sue MTIC:EX
Subject: Weekend Coverage
Importance: High

May I please add both of you as the EXEC contact points over the weekend?

Your cell number will be needed, please.

The information will be shared with all teams, RMG, ICM, and vendors.

Thanks

1

From:	Bailey, Ian D MTIC:EX
Sent:	Monday, May 12, 2014 4:47 PM
To:	Prest, Carol MTIC:EX
Subject:	RE: your change for BN Hub

Yes – we had to run the changes for ICM and then all submitted changes had to also be run.

Ian Bailey
Assistant Deputy Minister Technology Solutions
Office of the Chief Information Officer,
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From: Prest, Carol MTIC:EX
Sent: Monday, May 12, 2014 4:46 PM
To: Bailey, Ian D MTIC:EX
Subject: Re: your change for BN Hub

We are good. The fire wall was implemented on sat? Thanks for checking.

Sent from my iPad

On May 12, 2014, at 4:27 PM, "Bailey, Ian D MTIC:EX" <Ian.Bailey@gov.bc.ca> wrote:

> Did you find out about your BN hub firewall change?
>
> Ian Bailey
> Assistant Deputy Minister Technology Solutions
> Office of the Chief Information Officer,
> Ministry of Technology, Innovation and Citizens' Services
> Phone (250) 387-8053
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SWAT 2014 – 005 (RMG 2014 – 001) ICM Slow server response on ˢ 15 **and** ˢ 15 **Meetings # 5 May 5, 6 and 7, 2014 Notes**

Problem Description: ICM reported that since Tuesday April 29 they have had intermittent spike-like slow response on internal webservers ˢ 15 and ˢ 15 resulting in many 7- 7000 calls. This meeting superseded convened SWAT meeting # 3 for ICM RUEI issue.

Business Impact: Some staff report that response becomes so slow they are unable to do their job and also results in repeated attempts yielding multiple outputs thinking the input did not work.

Attendees:

Cam Paton; Bill Lutynec;   Wes Evernden;   Keith Parkin; Cindy Beaton; Dave Rose; Ed Sills; Steven Tse; Ramesh Dondapati; Rakesh Uppala; Quinn Daley; Cam Inkster; Greg Dalgliesh; Colin Kopp; Cori Douglas; Steve Shulhan; Paul Servant; Lynda Hoel; Dave Patterson; Dennis Murch; Ian Donaldson; Jeff Irwin; Edmund Chao; Steve Mitchell; Nancy Allen; Keith Craig; Cori Douglas; Dennis Murch; Ian Donaldson; Paul Servant; Jocelyn Schaefer; David Witzer; Steve Mitchell; Laurie Barker; Wency Lum; Dan Ehle; Sue Goldsmith

Discussion:

ICM reviewed the history of the problem and the actions taken to date. Including the move from 32 bit to 64 bit and history of issues with REUI tool.

Monday users between web methods showing large spikes in network traffic affecting internal and external web servers. Until Monday only internal web servers were affected.

On Sunday ICM had switched from ˢ 15 to ˢ 15 and ˢ 15

Monday at 11:00 the team agreed to have the port mirroring turned off.
11:30 HPAS to begin turning off port mirroring expected ETA 12:00 – 12:30.
12:10 HPAS informed the team of issues with the switches

Discussed exercise of application without ˢ 15 were able to go without any issues but this was not a conclusive test as this doesnot exercise the application functionality the same.

HPAS reported that switches A38 and A37 were going up and down and were unstable. 17 servers impacted by these two switches some ICM and a few TRANS test and dev servers.

Siebel support were monitoring the conference call but were not actively investigating.

13:22 ICM reported performance intermittent.

13:29 HPAS reported that a port was disabled on a core device and it appeared to be able to reach some devices.

14:00 HPAS reported they have activated a standby switch but there is spanning tree issues. Appears to be similar to a broadcast storm as a result of shutting down the destination side before the source side.

14:03 HPAS reported that there is some VLAN cleanup required and is ongoing.

14:09 prepared a list of priority servers to be cabled and brought back.
Continued to work on restoring switch and preparing a hot standby.

14:40 decided to go with the recabling option with minimal configuration of 8 servers.
14:45 reconfigure servers to new config.
15:07 all servers recable and ready for ICM to update config files
15:13 ICM restarting app servers
15:17 – 15:33 addressed clustering cabling.
15:33 ICM restart services
15:42 ICM begin smoke testing
15:44 Paul requested log captures
15:52 ICM reports slow response
Configuration changes made, response time good.
15:59 ICM reported difficulty generating logs for tier 1 but able to send tier2 logs to Paul.
ICM reported access to external web server slow
16:24 HPAS confirmed staff available for the evening.
16:49 discussed the versions of s 15 agent and IIS version. Paul reported that the combination of version of s 15 and IIS on the ICM servers were not certified by s 15 and was recommended to be upgraded for CA to review logs with a certified configuraiton.

Scheduled meeting for 20:00 , 22:30, 24:00

Discussed moving to original configuration incrementally (switch A37 the A38) and introduce all servers back into configuration. Will run stress test between each move.
Updated s 15 and s.15 to R12, then replaced s 15 and s 15 (This will enable logging for CA to analyze).

ICM worked through scripting issues which delayed the process.

Moved servers back to A37 and A38 switches but left cabling to A51 and A52 to enable quick and easy switch back to the reduced configuration. (failback without having to recable)

Reported that performance was reasonable, and port mirroring was turned off.

May 6, 08:00

s 15 team reported that CA were aware of our situation and have extra staff available to assist when requested.
Service appeared to be functioning with 1000 users

Approx 08:30 performance issues appearing.

HPAS confirmed that servers and switches were configured with full duplex.

08:53 decision to switch to s 15 and s.15

09:52 decision to move to switch A51 and A52 and minimal configuration. (this will eliminate the switches)

10:00 ICM initiating rolling reboots

ICM completed directed tests and sent logs to s 15 support for analysis

10:13 HPAS captured netmon s.15 ogs for analysis.

10:30 Ian Donaldson requested application startup and Siebel logs be reviewed for issues after the servers have been rebooted.

10:40 Paul preparing logs to be sent to CA for analysis

10:49 ICM reported they will be enabling their BCP site as read only to be made available to end users.

11:30 requested status update on application startup and Siebel logs.

11:35 moved to s 15 and left s 15 down complete.

11:55 ICM reported beginning work on enabling their BCP site as read only to be made available to end users. Requested HPAS break the replication and set up storage to enable end users access. ICM sent specifics to HPAS to action.

12:10 DNS support noted possible configuration error, serve s.15 requesting ICM.BA.CA found when reviewing s.15 logs.

12:15 ICM added ICM.BA.CA as fully qualified name, this did not resolve the issue and investigation found the errors have been in place since March 07 at minimum.

12:23 HPAS reported replication broken and san mounted as requested.

12:46 ICM reported issues with read only environment SAN drives. HPAS investigating

12:55 HPAS investigating cluster issues

13:09 ICM reported performance issues with spikes in activity

13:10 Decision to move to A51 and A52 switches with limited number of servers (The configuration of 00 May 5 at 16:00).

13:20 ICM ready to move to limited configuration

13:25 ICM reports good experience on the external web servers but may be related to reduced load.

13:30 servers on a51 and a52 switches. ICM begins services restart and new configuration changes.

13:45 Ian Donaldson requested Colin Kopp review logs for misspelled entries for s 15 and s 15

13:54 ICM reported their review of application start and Siebel logs do not show any anomalies, the logs will be made available for HPAS to review.

14:05 storage issues with DRP environment addressed, ICM verifying

14:18 Read only environment (DRP) now available. ICM is performing tests, then will send out a communication to business users.

14:24 Production service is available, the DB and application is fast but s 15 is slow. (this has eliminated the A37 and A38 switches and redundancy on the load balancers as the cause of the problem).

Requested an ETA on response from CA on log analysis

14:28 ICM reported worse performance on the limited environment in production.

ICM working on plan to add servers back into configuration and to point half of the servers to the s 15 policy servers.

14:54 ICM reports s 15 pointing to s 15 Policy server

s 15 pointing to s 15 Policy server.

s 15 support confirmed transaction are completing but are delayed in agent. Logs and analysis were collected and sent to CA for analysis and discussion.

15:00 ICM reported limited users have experienced slow response on the read only (DRP site), ICM investigating

ICM pointed half of the services to   s 15   policy server, response is fast, but has a smaller load.
15:28 ICM reported read only site (DRP) is available again and sending out a communication to business users.
13:34 ICM communicated strategy to limit access to read only site, external URL and to add groups to
     s 15   ICM will forward the list fo groups to be added to the   s 15   team.
15:37 Application startup and Siebel logs sent to HPAS for review.
15:39 logs sent to CA with detailed information
15:51 status update   s 15   pointing to   s 15   is working well with 450 users
     s 15   pointing to   s 15   is slow with 1650 users
Read Only pointing to   s 15   working well with 3 users
16:00 ICM communicated going forward strategy to clear load balancer tables at 20:00 May 6, 2014. No network switch changes required at this time.   s 15   support will add business impact to ticket with CA to emphasize the critical nature of this problem.
     s 15   support will touch base with Ian Donaldson at 20:30 and send email to Cindy Beaton

Next meeting at 08:00 May 7, 2014

Summary of Activities and Next St	ICM STATUS POINTS - 2014-05-06 - 1640.I	ICM STATUS POINTS - 2014-05-06 - 1510.I	ICM STATUS POINTS - 2014-05-06 - 1345.I	RE ICM going to BCP want an update of ac

FW actions to date
requested by laurie B

May 7, 2014

RE RMG 2014 - 001
(SWAT 2014 - 005) IC

08:00 ICM reported load balancer tables were cleared and clients logging on are being evenly distributed. New groups set up and will be updated as requested.

     s 15   support reported results of CA discussion and analysis. Analysis indicates there is a blocking/slow down within the web agent. A IIS dump may be required for Microsoft to analyse and dialogue with CA. ICM to set up. Paul has sent the instructions. Microsoft account manager has been engaged and is aware. When required a CASE should be opened and the account manager will expedite.

08:13 ICM reports s 15 region reporting issues of getting kicked out of session. 900 users logged on distributed evenly across both s 15 and s 15

ICM to set debug trace to be ready if issue reappears.

Read only (DRP) site online and available to have users added to the groups if required.

08:21 ICM initiated discussion of using a different authentication method (Active Directory) – questioned if an exemption form the OCIO is required. Steve Shulhan will follow up and report back to Kevin Armstrong.

08:24 ICM reports Abbotsford is reporting down. Requested more details.

08:26 ICM reported Users experiencing issues attached to s 15 but do not believe these are related to our problem. No problem reported for users going through s 15

08:27 ICM is investigating. 1350 users logged on spread evenly between s 15 and s 15

   s 15 support will look at logs in s 15 and turn on trace in s 15 for comparison

08:36 1900 users spread across both s 15 and s 15

08:38 ICM is sending a trace to s 15 support to review and send to CA

08:48 ICM reported issues that may be related to ICM.GOV.BC.CA with stickiness between s 15 and s 15 ICM will take s 15 offline and have all users go through s 15 policy server.for both internal and external web servers.

09:08 1700 users logged on through s 15 performance is normal. ICM reported some local browser issues. Brief discussion on moving s 15 to point to s 15 as well. Decision to leave offline and revisit at noon.

09:28 1800 session online through s 15 performance is normal.

09:45 2700 session online through s 15 performance is normal.

09:49 ICM reported users in s 15 were kicked out of the system, logged back in but issues with opening attachment (donut). Some users in their office just got logged off and received server busy message.

ICM reports s 15 CPU and memory are low and does not appear to be an issue.

10:00 3010 session online through s 15 performance is normal. But at 09:45 users will kicked out of the system as well as in the office. s 15 users logged back in and had issues with opening attachments. Will determine if this is ongoing.

Also reported some users experienced browser problems (toolbars coming and going), addressed with clearing cache and deleting cookies on the workstation. ICM preparing a communication for their business users.

ICM reported files uploaded for Paul, requested a update form Paul

10:15 3215 session online through   s 15   performance is normal. ICM reported that their duty stewart keep getting kicked out of the network from time to time. This is hindering their ability to work. A   s.15   Colin Kopp is reviewing with netops.

 10:28   s 15   support requested copy of logs from   s 15   and   s 15

10:30 3215 session online through   s 15   performance is normal, but some anomalies that appear to be related to Siebel, may be related to the number of configuration changes made to the servers in the last couple of days. ICM discussing. Will get back to us.

10:43 ICM Requesting restart all Siebel servers will let us know, when approved and communicated that an outage will occur. Will also bring   s 15   back up pointing to   s 15

Internal discussion on setting up another ACO to enable the splitting of traffic between two policy servers in   s 15   if required.

11:00 status update, 3670 sessions logged on through   s 15   ICM preparing communication to restart servers. Plans in place. ETA 11:15 estimating one hour outage. ICM will contact business users when complete.   s 15   will be reintroduced into the configuration pointing to   s 15

77000 option 1 has been made aware of the anomalies and instructed any callers from ICM to clear cache and delete cookies.

11:10 ICM reported users in   s 15   now able to access attachments

11:14 ICM reported seeing some French words in tool bars.

Investigating.

Internal discussion on results from CA. Discussed options. Discussed requesting ICM to provide a test environment to reproduce the problem to enable further diagnostics. We will not make any changes to   s 15   policy servers.

11:23 ICM restarting servers.

11:27 ICM requested Bruce Pfeifer join the conference as they have questions on a patch for IE, did that change any of the underline settings. The default setting appears to have compatibility mode turned on which has some ramifications to the ICM users. Bruce will investigate.

11:50 status update ICM reported servers on way back up, ETA 12:22, no issues to report.

RE ICM STATUS
POINTS - 2014-05-07

12:00 ICM requested a status update from ⬛ s 15 ⬛ support group. ⬛ s 15 ⬛ reported CA confirmed delays as noted by ⬛ s 15 ⬛ support. CA would like t confirm caching and to get a IIS dump. This would require reproducing the problem. No appetite to reintroduce the problem at this time.

Discussed possible redesign of testing harness at ICM to simulate load to in lesser environment. ⬛ s 15 ⬛ support is available assist. ICM will take this away.

12:13 Bruce Pfeifer responded to ICM questions regarding IE patch applied the previous week.

Compatibility
viewmode.msg

12:15 ICM reported servers now up sending communications to clients to start up.

12:30 requested status update from ICM. ICM reported servers back up , accepting connections, do not see any issues, session count 350, low, as it is lunch time.

12:33 Keith Parkin responded to Bruce's note regarding compatibility mode on the workstations

RE Compatibility
viewmode.msg

12:35 disapproved security patches scheduled for May 10 and 11 to ICM servers. Asked to have postponed one week.

12:37 ICM confirmed servers up, communications gone out to all clients including instructions on clearing cache and deleting cookies

12:45 status report, sessions logged on 650, so far no issues reported.

13:00 1110 sessions logged on, no issues reported. Load being balanced across ⬛ s 15 ⬛ and ⬛ s 15 ⬛ equally.

ICM STATUS POINTS
- 2014-05-07 - 1300.

Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility
viewmode.msg

13:10 Paul gave internal update from CA. CA believe this may happen again, the problem may be related to a caching size issue. The suggestion is that the cache is abnormally large , but the size is based on previous consultation with CA. CA believes the problem may be related to caching algorithim bogging down. CA would like an IIS dump. This will not be available unless the problem reappears. CA will review an IIS dump if forwarded to them but would like ICM to upgrade agent. Paul to discuss upgrading to R6 with ICM.

13:15 1620 sessions logged on. Some performance issues reported in regions, doesnot appear to be same as original problem. ICM gathering more information. Noting a time delay getting to web servers. Requesting HPAS assistance in troubleshooting within their network.

ICM questions alternatives if policy server in   s 15   failed or experienced issues. A policy server is available in   that could be used.   s 15   support will verify   s.15   policy server is update to date and tested for functionality.

ICM reported seeing issues appear where it appears network is not distributed evening between the two web servers.

Requested HPAS to return back to the bridge.

Also requested latest logs from   s 15   and   s 15   as well as an IIS dump. Problems started around 13:05 – 13:08 when people started to logon.

Discussed turning off   s 15

Internal discussion, PI information may be included in the IIS dump, must followup on protocol with executive before forwarding to CA.

13:49 ICM discussing whether to shutdown   s 15   then possibly rebooting   s 15

13:59 ICM opened bridge to include TS in brain storming, with discussion as to impact and users impacted. Discussed moving an application server to   s 15   and taking   s 15   down.

14:18 pulling out   s 15   and   s.15   no restarts of servers and services.

ICM STATUS POINTS
- 2014-05-07 - 1420.

14:25 Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility
viewmode.msg

RE Compatibility
viewmode.msg

14: 30 removed s 15 and s.15 appears to be better, service acceptable not as fast, but application responding. Not being load balanced but going through the load balancer.

14:40 Gary Perkins has joined the group.

14:50 ICM requested s 15 support contact them to answer questions.

15:00 requested a status update.

15:10 case opened with Microsoft raised as a sev A case, an engineer will be available within an hour. Discussion on getting vendor rep on site. ICM requested SSBC rep on site. Gary to lead the coordination.

Sue Goldsmith is handling the IIS dump including PI, and has passed on to Laurie Barker and Wency Lum.

15:17 ICM discussing moving servers out that were added after 11:00 today. With s 15 and s 15 will be in the configuration. Approx. 15 minute – 30 minute change. Nelson has a priority 1 ticket opened on it last week does not create performance issues but does create application issues.   Will require a recycle of the service. Make a lb config change, call users off, access for read only for after hours. Limited use to read only site at this time. The service should be available in 30 minutes. Want clients to a log on when the service is restored. ETA to start 15: 38. Services on s 15 will be restarted. No change required to s 15 at this time.

15:32 Microsoft engineer joined the team.

15:40 Greg Dalgliesh is compiling a list of open tickets with vendors and the associated executive.

ICM STATUS POINTS
- 2014-05-07 - 1530.

15: 45 Microsoft is initiating a bridge with ICM to be brought up to speed in IIS configuration if needed for problem resolution.

16:08 requested how much memory on s 15 and s 15

16:12 requested a status update, Servers on their way down, ETA 30 minutes.

16:13 requested swap activity between s 15 and s 15 less than 2%and antivirus levels on

 s 15   s 15 version 12.1 ,   s 15 unknown

16:45 third party gateway to mainframe was down, backup at 16:49

16:50 ICM reports services back up, 123 sessions logged on normal performance, note to ask business users to log on is being sent.

17:00 ICM will not make any changes tonight but will brainstorm next steps. ICM is expecting Gary Perkins to be at the ICM site tomorrow morning.

Ian Donaldson will be the contact for ICM tonight

17:20 Microsoft engineers joined conference call.
Change freeze initiated by executive
All desktop changes cancelled for tonight
HPAS will send list of changes for Ian Donaldson
17:26 Microsoft engineer will be on site tomorrow.

ICM STATUS POINTS
- 2014-05-07 - 1715.

17:49 Summary of Microsoft discussion

FW
REG1140507114228

17:59 requested approval to send IIS dump prepared for CA to Microsoft for their analysis. Mike Foltinek to verify with Gary Perkins. Not required.

ICM will send logs requested by Microsoft. ICM to send the hang dumps. ICM will review first to determine if any PI included. Gary Perkins will be the Approval point for forwarding to Microsoft. Discussion on whether to reset the severity of the Microsoft ticket.

Decision to keep Microsoft ticket as a SEV A.

18:20   s 15   support confirmed IIS logs sent to CA with the appropriate verbage.

Requested two new servers one in   s 15   and   s 15   to be available if required to be set up additional policy server if required.
Requested HPAS to accommodate to staff to attend site to get briefed on network topology,

    s 15   support reported on discussion with CA. Delays in Cache management are being explored. Outstanding question with HPAS is the stickiness happening in the load balancer. Paul has requested CA to prepare a diagnostic tool to get the required debug extracts. CA should have an answer on that request May 8 midmorning.

ICM STATUS POINTS
- 2014-05-07 - 1900.

Group to reconvene tomorrow morning at 08:00.

May 8, 2014

Update from Microsoft analysis

Fwd   Fwd
REG1140507114228&REG11405071142288

08:00 added one more application server than yesterday mornings configuration.

Change freeze in place.

Plan this morning if stable, if root cause known, stable but no root cause known and if not stable.

List of network issues since April 27,2014, Brian to supplement

Daily summary from HPAS, Dave Patterson

List of   s 15   changes to policy servers since April 26, Paul

ICM will share all application changes.

To share with vendors.

No changes, SMEs on the system

ICM notified of any emergency changes by SSBC

Summary of analysis from CA, Microsoft,   s 15   support. Paul Servant will send off

Installation of servers- 2 servers one in each allocated in   s 15   and   s 15   in progress of cabling
    s 15   , ETA one business day,   s 15   one business day. HP to email Paul when ready.   s 15

Ready by weekend,   s 15   Monday

Paul reported problem component lies within the   s 15   web agent. Delays, working with CA. Tier1 agent. Behaves differently with web servers one server than 2 servers.

08:30 1300 users

CA and Colin Kopp reported previouse traces shoed what appeared to be network bursts. Appears to be wild reset in blocks.

Steve Mitchell to verify which traces were taken – netmon packet captures were taken. Before s 15 was taken at 13:20 and again after s 15 was taken out.

Garrry Perkins requested HP be monitoring realtime the switches,s 15load balancers between 08:00 – 08:30 and capturing traces.

Wes reported detailed traces were completed on Friday.

08:37 1500 users

John Moody of HP reports load balancer does not show any issues

ICM is monitoring the web servers

ICM requested information on change made yesterday that impacted connectivity to mainframe.   Gary reported the change was related to a push to IPS. The IPS was in a volatile state and is now in bypass mode.

08:45 1700 users

Wes Evernden is watching the firewall and reports looks healthy, confirmed runnin on crossbeam hardware and checkpoint software.

The system is stable at this time with one policy server and 2 less application servers.???

So far problem with Tier 1 s 15 agents. No evidence of issues with Tier 2.

Web servers traffic has become busier in the last 4 minutes to s 15

09:00 1927 users all internal good reports of performance. 450 external web server connections

09:03 starting to receive reports of slowdown (running queries specifically) Edmond was investigating application, this is Tier2. Before slow downs were in the navigation (has since been determined to be a known issue outside of the current scope of a long running transaction)

09:03 Gary Perkins requested information on Highest talkers. Wes following up.

09:10 ICM reported clients in Nelson reported network issues. Requested clients open incident ticket with specific details so Network Operations can investigate as they cannot see any issues.

09:15 HPAS reported load on Exadata is normal.

Database load is normal

09:18 ICM reported that a Microsoft representative on site at 333 Quebec and David is on the conference.

09:22 arrangements made to gather required information to enable traces from Workstations through to the servers. Wes Evernden to set up from the IP addresses identified.

09:25 2050 sessions logged on good performance

09:30 19 12 sessions logged on good performance

Wes Evernden reported on top talkers and initial analysis suggests consistent across. Gary Perkins reported that these end users would be contacted to determine what activities they were performing in the application.

09:41 Paul reported there is a web agent trace log tool available to aid in identifying slow transaction.

09:45 1625 sessions logged on good performance. ICM reported that a communication has been sent to their Deputy Ministers to ask users to not log on unless they have necessary work to perform.

09:51 Colin Kopp requested a current packet capture of approx. 5 min to look for any indication of 90 second delay noted in an earlier trace.

ICM reported that the Oracle Account manager (Julie Sanbeg) was on site at 333 Quebec

10:00 Internal discussion on CA request to lower the Authorization session in cache from 50,000 to 9000. Decsion not at this time but will keep in list of to dos when system stable and further trouble shooting.

Gary Perkins requested a common repository be established for logs and traces to be posted and made available to review and collaborate analysis. Dennis Murch set up a Sharepoint site. Sherry Griffiths will

RMG 2014 - 001 ICM
performance issues.n

be managing these requests and posting to the site.

RFCs for HPAS
Admins - May 8-9.msg

10:05 ICM has requested HPAS to provide a summary of changes and incidents

Fwd FINAL
CORRECTED logs (co

Network reports

10:10 1582 sessions logged on   No sessions kicked out,   no issues reported.

ICM requested another report on top talkers. Wes Evernden is preparing

10:13 Internal discussion: LTSA has reported some issues last evening at 07:00 and this morning that are being worked on in a separate stream. John Oliver, Brian Severinsen and Niki Sedmak are on that team.

10:17 team was informed of 3 new agents added to WAM site this morning. Steve followed up, these were istore orders. Requested clarification on day to day non RFC activities. Clarification all   s 15   and reverse proxy requests will require executive approval.

10:21 Team reiterated goal to restore stability to service.

10:32 ICM requested access logs from policy servers

10:33 1582 sessions logged on no issues reported. ICM reported that clients reports of kicked out of session has been a normal occurrence and is not in scope of the performance issues.

11:23 ICM Oracle Active Testing (OATS) does not correlate with what   s 15   see. The testing harness is generally not in use in production.

Sherry Griffiths has been assigned to manage the log and trace requests and post on the sharepoint site.

CA discussed FOIPPA circumstances where logs may contain personal information. Gary Perkins will manage any FOIPPA concerns.

ICM has requested a number of subgroups be established to focus on specific areas.

The goal of the teams is to ensure that all tools are in place to cover all components for trouble shooting in the event problems recurand to figure out how to get to an optimal sustainable state.

Team A Microsoft centric – focus   on IIS

Team B OATS and CA centric focus

Members   s 15   (Paul, Steve) CA – Alvin Arvin, Julie, Jeff Spinny (onsite on Friday), Denny Prvue) HPAS (Ed Sills; Wes Evernden)

Team C discuss requirements for a LDAP solution bypassing   s 15

Members (Al Wilhelm, Greg Dalgliesh, Paul Servant, Chris Flight, Keith Craig, Bob Kerr)

Team D DR site updates

Members (Lee Johnston, Bruce Webster)

Team E Review Business Cycle.

11:45 status update 1516 sessions logged on no issues reported

12:03 Al Wilhelm joined the team. Audra Gordon is preparing a Service Bulletin.

12:30 Sherry Griffiths was added to team to manage the sharepoint site.

13:15 1536 internal sessions, 511 external sessions. No issues reported.

Break out teams reported back in

Team A – reviewing MS recommendations, reviewing configurations for 90 second parameter to correlate with the 90 second delays noted in logs. Nothing identified to date.

Discussion on update DR site, Requires a 5 hour outage to update database. ICM needs to determine frequency of updates required. HPAS resource are Lee Johnson and Bruce Webster. ICM needs to investigate the ramificaitons of having the DR site down.

Can after hours use production???

Discussed status of   s 15   and   s 15   Currently at R12, should this be changed to R6. Discussed advantages of moving back to R6, for testing and to be ready incase required if a failure of existing web servers. Decision to move to R6 before 17:00 today May 8, 2014u

Team B OATES working on getting past CLP issues. How, when and hardware required. Decision to use   s 15   Policy server. Goal is to reproduce problem on Test environment.

SSBC will set up a test authentication server to exercise the testing harness and generate test case for ICM.   Paul suggests   s 15   and   s 15   Be used to test as the problem has occurred on these two servers. Decision to not test before 17:00 to reduce chance of impact to production. ICM SSBC to work with CA to develop a plan and solution.   ICM to discuss timing risks offline.

ICM to review trace and logs.

Build script to reproduce problem using   s.15   environment. Complete.

Team C – Active directory active working and smoke testing in progress. Team is building a list of exceptions and will regroup later in the afternoon. If required this would take one hour to set up in production. An alternate site will be set up for internal and IDIR users.

Team D – DR site decision to take offline from 01:00 – 06:00. Will bring up in read only up to date to 01:00. Need to determine frequency of updates required.

Team E – ICM Business team to look at all events, jobs, dependencies etc,

Laurie Barker requested a high level technical plan with a description of each team and the associated goal of the team. Demonstated progress, devlop governance around decision making. Gary Perkins will be included in ICM executive Meetings. An Issues management log needs to be initiated and a Risk matrix.

Discussed setting up a process to manage increased load when social workers begin to log on after field activities. Decision, if session count goes above 2000 staff at 333 Quebec will logoff.

Goal of RMG is to maintain stability up to end of tomorrow. No changes to be made to the production environment before this weekend. Then only one change.

Teams A, B, C to rejoin conference for a check in at 16:30

14:00 status update 1554 internal 427 external sessions logon

14:07 Tim Gagne will be added to team A

14:30 status update 1516 internal 411 external good response reported.

MCFD are majority of users logged on ar form MCFD rating of service is 9 out of 10. Access have not been limited in this ministry.

Regional Support Division (RSD) SDSI looks good but has limited number of users.

15:30 1430 internal and 340 external sessions logged on

15:45 1400 internal 326 external

RE SharePoint site.msg

16:30 group check in.

Discussed threshold of users for Friday Decision to 1100 MSD 700 SDSI total users, stage 100 users at a time. Allow 100 clients at 08:00, 09:00, 10:00 Wency to communicate.

Discussion on returning   s 15   and   s 15   to R6. Decided not required at this time.

Vendors on site tomorrow Microsoft, Deloitte, CA, Oracle?

Team Outcomes:

Team A - 80% of baseline captured and sent to sharepoint. Wes to collect another log need to connect with Paul for discussion. The team has not identified a proactive alerting point. Microsoft recommends FREB and CA logon tracing on test environments be put on ASAP. No impact expect. HPAS (Wes and Ed Sills)confirm timing and approval. FREB should take 15 minutes CA logging agent 5 minute change and an outage to the service.

Team B - define metric of success for logons and navigation (higher priority). Cindy will provide to the team. All base lines should be established and logs required to trouble shooting by noon Friday. Planning scripts to be built. Working on a proof of concept.

Team C – set up in   s.15   nvironment. Tested small implications. Tested and good to go if required.   Consider to be added to production environment. Implications include pop ups asking for

idir ids. This should disappear for most government users. This can run in conjunction with   s 15
and can be split within users.

ICM reported approval to update read only DR site tonight (manual process) and automate process for following updates. Production system will be up, on call and monitoring. HPAS resources are lined up to turn on replication if required.

Ian Donaldson reported HPAS on call tonight and this weekend. Ian will provide names and numbers of on call.

Ian Donaldson and Prairie Blake still contacts for this evening.

Decision

No change for tonight

Friday –

Production system - ramp of more users 100 at a time, 3 instances. monitor

Test system   s.15   run OATS against   s.15   nd production policy server.

For testing request changes to repurpose a web server apply SSL certificate and alternate logon to support test harness.

Discuss change for Sunday.

No action required for Team C

Team A ask for logs to prepare for issues.

Team B FREB, CA logs and test

Cindy to find out if clients are planning on working over the weekend.

Determine weekend coverage and expectaitons.

ICM STATUS POINTS
- 2014-05-08 - 1730.

May 9, 2014

Anil from CA has joined the team and is on site at   s 15

Prairie Blake reports all looks good

The resync with DR site was completed at 23:00 last evening

A web server was been turned up for test bypassing CLP , has now been turned down until requested. This will be turned up again today to enable testing.

ICM reported they are reviewing the option to enable active sync on the read only DR system. TBD

ICM reported working on a strategy to grant permissions to required users, at this time access is limited.

CA reported their analysis of the logs have identified thread waiting for 2321 IP   s 15   and have

some questions to be answered by ICM.

Status of the s 15 load balancer rules in progress of uploading to sharepoint site.

Status of the backup policy server was requested. Finished building, final verification before handing over to the   s 15   group.   s 15   server was to be transported this morning.

08:00 internal sessions logged on 557 external sessions 61 DR -1 (ICM)

Reminded group to ensure all logs are uploaded to Sharepoint site. Sherry Griffiths is focal point for any questions, etc.

Discussed the PI policy, Garry Perkins is the focal point for this. An email should be sent to all vendors instructing not to download these files.

Sue Goldsmith to follow up with the Strategic office to get generic NDA form to sign.

08:22 Internal 557 external 61 DRP 1

Internal discussion initiated by Ian Donaldson on single thread possible avenue to explore. Ian Donaldson has sent a note to ICM with a suggested direction to investigate single threading, and shared with the team an experience with Drive BC with the appearance of similarities.

Colin Kopp noted approx. 25% of single threads appear to be blocked.

08:36 internal session logged on 750 external 102 DR 1

ICM reported they will be adding 100 users at 09:00, again at 10:00, and at 11:00 from SDSI and will be giving greater access to the DR site to enable RMG team to make changes if required.

Discussed developing a strategy on changes to be made to production if we have user working on the weekend. Shirley Mitrou has reported SDSI has not booked any users over the weekend.

Gary Perkins is leading the establishment of a ICM technical plan for the weekend and will validate with executive.

08:45 Internal users logged on 845   external 156

David Witzer requested that each working group communicate the staffing strategy for their group over the weekend including an availability and contact points.

09:00 Internal users logged on 954   external 225   adding 100 users.

Gary Perkins reported that they expect the ramp up of sessions logged in will be slower than earlier in the week.   They expect to reach maximum users who will log on around 11:00.

ICM discussions on enabling permissions to allow all users on to their DR site. Laurie Barker is managing the access to the various systems. Nancy Allen will be responsible for the communications. Reports of issues accessing DR site last evening were as a result of users attempting to access the   s.15   URL site rather than   s 15   DR.

09:07 ICM reported they have responded to CA questions.

09:15 Internal users logged on 1101   external 260 no issues reported.

Shirley Mitrou reported that SDSI is not planning on asking workers to come in on the weekend but will be asking to start at 05:00 during the week.   OT will be limited to 4 staff who normally work on weekends.

HPAS requested that netmon be turned on for   s 15   Colin Kopp requested same for a couple of DB servers. The request was declined for today, but will be revisited for tomorrow.

ICM requested a confirmation that stickiness is turned on for ICM web servers. HPAS responded the timeout is turned on and set for idle 300 seconds.

09:30 ICM reported working on approach and plan for the weekend including a resource plan for staff, vendors and requesting the same form MTIC.

09:30 Internal users logged on 1200   external 294 no issues reported.

09:58 HPAS reported requiring a VLAN change to accommodate the new   s 15   server for ILO access. RFC 112921 port VLAN change for LOSIFIVE to be forwarded to executive for approval.

10:00 Internal users logged on 1323 external 327 no issues reported. Added another 100 users

10:04 Hot ticket tracker send out by CSC regarding slow internet response for global web applications. IM329845 new P2 ticket IM330357

10:31 Internal users logged on 1407   external 367 slow response, possibly attributed to internet slow response issue.

10:37, Network services reported bypass in place for IPS   internet traffic response has returned to normal.

Next group conference including breakout groups at 11:30.

10:48 MCFD has confirmed only regular after hours staff will be working this weekend.

RE ICM STATUS   ICM STATUS POINTS
POINTS - 2014-05-09 - 2014-05-09 - 0840.

11:00 Internal users logged on 1475   external 370 no issues reported. Requested a 100 users to be added as well as another 100 at 11:30. ICM is confirming that the business user is exercising the system as designed rather than holding back.

11:15 CSCHELP received a notification of emergency cycle of ITIMS at noon today. Requested a RFC and executive approval.

11:30 Internal users logged on 1550   external 366 no issues reported another 100 added plan to add another 75 users at 11:50

Teams Status reports:

Team A – consolidating logs and continuing analysis. A plan has been prepared to turn up monitoring tools in production in production.

Team B – Paul has supplied instructions to ICM to turn on new policy service i   s.15   Expect to be available for testing in approx. 1 hour. And begin OATS testing.

Team C – Proof of Concept complete. Single signon may be applied next week if required.

Team D – Read Only - DR site is up to date as od 11:00 last evening. File took approx. 1 -1.5 hours, DB approx. 4 hours. Expect the next DR refresh should take less time. The DB update will be manual. ICM will discuss details offline. Manual refresh planned for Friday, Saturday, Sunday, Monday 19:30 – 00:30. Expect will take less time on weekends.

Shirley gave report on weekend use as supplied to her by client Ministries. Nancy Allan reported there are 85 after hours users. The Ministry has asked ICM for confirmation to start approx. 700 users at 05:30 during the week. (YES)   Additional SDSI users to log on at 09:15 when given go ahead.

RMG will check in at 08:00

Team D - Deloitte is preparing a list of jobs (daily, weekly, monthly) and inserting business context to these jobs.

Nancy will reach out to clients regarding client business impacts. Nancy will report.

Team E – Restoration plan – guiding principal- maintain stability, improve redundancy, ramp up users.

A draft plan has been prepared, and been distributed to the group.

Discussed requirement to split traffic to get test if using two web servers.

Outstanding action items reviewed.

Request for LB rules posted on sharepoint.

Discussed requirement for activities and required resources for weekend. David Witzer has asked for a deliverable from each team. ICM and all vendors including phone numbers for each weekend day. Email list to Jocelyn Schaefer by 14:00. The ICM list and MTIC list will be consolidated and reviewed at 15:00.

Discussed preparing a plan if issues are experienced. Gary Perkins to prepare.

ICM reported business has requested an application change to remove faxing as an option. Decision No

Laurie is preparing a matrix of change and will clarify lower level application.

Colin Kopp has identified the ICM.GOV.BA.CA is found in the load balancer. HPAS has reported this is not an issue or contributor.

Anil Barazai (CA) reported logs analysis is pointing to threads being held for a period of time. This should be reviewed by team A. the report is posted on the Sharepoint site.

13:15 internal sessions 1822   321 external

13:38 1864 internal sessions. Asked a few users and internal administrators to back off, to not exceed the 1800 count.

14:00 requested weekend coverage list from ICM. Still working on.

14:40 RMG detrermined a change management rep was not required on the weekend. A note will be sent out informing executive to inform staff to communicate all emergency changes to them.

 URGENT WEEKEND
CHANGE PROCESS.m

15:00 internal sessions logged on 1765 external 361 ICM reported that sessions exceeded 1800, internal admin were asked to logoff the system, no performance issues reported.

ICM reported errors that appear to correlate with HPAS network connection issues in HPAS Data Centre and have noticed in the last few weeks. Steve Mitchell to investigate.

15:10 Group conference

Team updates

Team A – accomplished – logs have been posted.   Tools ready if required for this weekend. Ed Kapco if needed. The team reviewed the CA report and nothing new has been flagged.

Team B to breakout

This weekend hoping to implement FREB in   s.15   (test) system tonight. To allow OATS testing tonight. MTIC security operations will be implementor. Bill forwarded the request to Gary Perkins to initiate. Assume to be approved.

Friday validate a test is possible and run the script against   s.15   (test).

And FREB in production ICM system on Saturday.

Saturday test on production one web server, then add second web server on production ICM environment. Between 12:00 – 14:00. Performance may be degraded when testing, but may take the system offline.

Discussed extending the window to 15:00 on Saturday and cancelling Sunday change window activity, Not approved.

Roll back   s 15   or   s 15   to R6.

Manual sync of data Deloitte at 19:30. HPAS do not need to be involved.

Technical Plan will be posted on the share point site.

Sunday discussed reintroducing A38 switch HPAS needs to be notified to arrange. Requires a RFC.

Discussed netmon capture at   s 15   and   s 15   Decision to run netmon capture on   s 15   only. Add   s 15   to production ICM system. Run OATS , then remove from production environment.

LDAP testing Bill and Paul to arrange location to work fro

Discussed fix to firewall in   s 15   to resolve issue of access to DR site for some clients.m on the weekend. Approved for Saturday morning.

Wendy is preparing a plan with time line and associated resources.

Conference for 10:00 and 14:00 Sunday and Monday. Bridge open in between meetings.

Require a status update on Sunday. Gary Perkins will email a status update after Sunday actvitiy.

16:30 internal sessions 1159   external 179

The RMG will reconvene at 08:00 Monday May 12, 2014

17:43 ICM reported all changes have been approved, An updated plan is being prepared and distributed as well as posted on the sharepoint site.

ICM STATUS POINTS
- 2014-05-09 - 1650.

Plan.msg   RE SharePoint   RE Contacts.msg
                  site.msg

Weekend call out

Technology   CA contact list   Resources available
Solutions RMG 2... Technology Sol...   for the weekend.msg

ICM STATUS POINTS
- 2014-05-09 - 1805.

Mike Foltinek is contact for Security operations 250 952 6494

Fwd IIS Premier Field
Engineer Weekend Su

No action items for   s 15   team tonight , if required call out as per call out list.

May 9, 2014

Conference attendees:

Dennis Murch, Steve Mitchell, Dan Deane, Colin Kopp, Steve Shulhan, Ian Bailey, Gary Perkins, Wency Lum, Mark Loan, Brian Severinsen, Ian Armstrong, Steve Wilson, Cindy Beaton, Keith Parkin, Ian Donaldson, Sue Goldsmith, Narcius Misconiu, Sharon Koot, Cheryl Strzelecki; Lynda Hoel, Paul Servant, Steve Shulhan, Jocelyn Schaefer, David Witzer

09:15 100 internal users logged   30 enternal

10:00 22 internal users logged on   no performance issues reported. (normal for weekend)

Status report for activities performed Friday evening

Team B OATS team reported

- Were able to simulate to 5000 sessions on the   s.15   test)
- The manual sync was completed on   s 15   DR
- CA and Netmon monitoring set up and turned on in production
- LDAP has been set up on test DR
- HPAS firewall changes were completed this morning.

Gary Perkins reported that the Technical Plan is on track.

OATS is set to be test in production between 12:00 – 14:00

The timing for the A38 switch activity has yet to be finalized. ETA 14:00

 s 15   and   s 15   scheduled to be rolled back to R6

An updated version of the Technical Plan including current status will be posted on the sharepoint site.

Set up LDAP on   s 15   ETA 11:00

Discussion on intent of OATS testing in production with   s 15   (to validate OATS testing). 6 or 7 sources so expect testing will load balance on Sunday OATS testing production.

Sue Goldsmith recommended reviewing all changes implemented just before the symptoms began. The list of changes made by each group has been posted on the sharepoint site and will be rebuilt.

Fwd IIS Premier Field   FW update.msg   ICM STATUS POINTS
Engineer Weekend Su   - 2014-05-10 - 1000.r

12:00 Gary Perkins reports

Perkins, Gary MTIC:EX 12:03 PM
Hi folks
system confirmed presently stable
elements are stable
testing has begun
we have user monitoring for performance problems
to confirm this will be a steady ramp up IN PRODUCTION
12:02 testing started

12:04 - 78 sessions logged on
12:14 there was a hang in the ramp up of users, we're going to start from 0 again

60 users will be added every 15 seconds
live monitoring performance
please advise if you become aware of any problems, conflicts, other issues
suspected a component recycled but checked and no
rechecked system performance from user perspective and it's good
checked the infrastructure as well and performing okay
the one element we are not monitoring live presently is the load balancer, in the event we replicate
symptoms we are going to back it down and call HPAS who is on standby.

12:22 62 sessions presently, starting ramp up again
12:26 suspect connectivity issues, investigating, stopping test again, connectivity issues seems isolated
to tool connectivity

12:41 Out of 6 remote test machines only 4 machines working. Spreading the testing across those
machines means that we'll have 33% less tests being run.
Just made the call to spread the tests across 4 machines instead.
Anything >1 is the objective so 4 is plenty. Then after will look at why 2 not good.
12:41 restarting tests on 4 boxes
12:46 starting tests using 4 boxes
12:47 120 sessions
12:49 480 sessions
12:55 1000 sessions
1:02 - 1521 users and we ARE seeing symptoms,   logged in from several different machines, the system
is impacted, backing it off, stopping the test, to see if it recovers, testing is stopped, system is recovering,
can see logins working, 1700 users topped out

13:09 we're going to confirm users are back to normal, we are going to confirm the infrastructure is
healthy, we are grabbing the logs off the boxes, suspect the problem is manifesting/visible on   s 15
CPU was fine, RAM/memory fine, confirming network bandwidth and application logging

we're making the decision to turn on audit logging on CA for this next test and turn it off
we're planning to run another test
and get to 1500+ quicker

13:13 system is presently sound, building a plan to gather key data when we evoke this again

13:25 strange behaviour witnessed on performance monitoring on   s 15   IIS web server, there is a GAP
in the performance monitoring with no prior ramp up. it's like it suddenly stopped reporting performance
and then came back. usually a system will degrade and you'll see steady increase but this one was
sudden went away (locally on the box) and sudden return so turning up level of logging on IIS server to
have good samples, just confirmed at least the symptoms were the same... can't confirm same cause...
but blank white screen unable to log in

13:28 ramp up of sessions starting
13:41 test running but users not increasing, not seeing load increase
13:53 users ramped up to 1200-1300 with additional idle sessions, seeing the symptom, gathering last captures, dumps

13:55 System returning to normal, turning off auditing

13:53 saw 3400 sessions but that is misleading. it's more likely that it was 1200 and can explain

test 1: hit 1700 and had symptoms
test 2: 2200 but that includes original 1700 so really 500 but test failed so had to restart
test 3: 3400 but that could include original 2200 so more like 1200 and 2200 idle

14:00 group conference
Attendees; Steve Shulhan, Lynda Hoel, Cheryl Strzelecki, Ian Bailey, Wency Lum, Cindy Beaton, Gary Perkins, Steve Mitchell, Ian Donaldson, Keith Parkin, Dennis Murch, Colin Kopp, Brian Severinsen, Ian Armstrong, Niki Sedmak, Sue Goldsmith, Cathleen Asher, Mark Logan

Gary Perkins reported testing replicated similar symptoms than had been experienced
Summary
12:40 test on 4 boxes able to get 1500 sessions – maxed out at 1700 sessions
13:00 a slowdown was noticed, ended the test, system recovered.
13:30 next test 1200 sessions, symptoms noticed , this time more intense logging set up.
14:06 system stable and back to normal
Gary noted a gap in performance monitoring on   s 15
Captured logs will be forwarded to vendors for analysis

Team is revisiting OATS setup, todays test included the CLP (unintentional). Paul Servant is working with the OATS team to make the required adjustments.

Sundays 12:00 – 14:00 test will have Microsoft online.

Discussed the different results in Friday evening test in   s.15   nd todays production test. Will require a component by component analysis.

The Technical Plan will be revisited.

Second test may have been Database contention due to numbers ramped up. The user count not as precise because of old sessions.

Sunday test will be adjusted, Decision: s 15   will not be added to the configuration.

Decision: The A38 switch change will not be implemented on Sunday deferred to a later date.
All other changes proposed for the Sunday test will be postponed. The   s 15   DR sync will proceed as planned.

Sunday window will test in same configuration but bypassing CLP.
The technical plan will be revised and ready for review at 15:30.

14:56 - 45 sessions logged on   6 external sessions logged on. ICM will call these users to ask performance.

ICM STATUS POINTS ICM STATUS POINTS
- 2014-05-10 - 1357. - 2014-05-10 - 1357.

15:30 group conference

Reviewed weekend plan posted on the sharepoint site. All changes originally scheduled for Sunday to the ICM testing have been cancelled.

Discussed the requirement for a meeting of the SMEs and vendors to discuss, logs, traces and analysis before full conference call. Decision Jocelyn to schedule meeting at 10:00 with list of names provided by Gary Perkins.

Discussed the requirement for an analysis of the difference between the production and   s.15 environment.   Deloitte and ICM team responsible.

Dennis Murch will contact HPAS with the staffing requirement for the 10:00 analysis meeting.

The 10:00 conference meeting will be rescheduled to 11:00.

Clarification provided by ICM   s.15   was changed to R6 this morning.

Wency will mail results of executive meeting to the team.

ICM STATUS POINTS
- 2014-05-10 - 1605.

May 11, 2014

Conference Bridge was opened at 09:00.

Conference attendees:

10:00 Analysis review attendees:

CA: Jon Taft, Mark Loan, Bill Miller, Jeffry Spinney

Microsoft: Ed Capko, Clint Haufman

Deloitte: Prarie

ICM: Rekesh Uppala, Laurie Barker, Yvonne Muraro., Cathleen Asher, Keith Parkin

s 15   Ian Donaldson, Paul Servant, Steve Shuhlan, David Witzer, Ian Armstrong, Ian Bailey

Microsoft (Clint) - no evidence of memory running out. Some process debug dumps taken from yesterday, all the threads of IIS are waiting on the back end. Suggests ran out of resource, or the network is failing, or resource not responding. Waiting on Siebel.

Kernel memory looks ok on idle. Normally resources would increase, but this all of the sudden quit reporting locally on the box and then picked up where it left off.

Microsoft has some things they'd like to put into place but would require a restart. Not a desire from team perspective but maybe we could do something on   s 15

MS - A driver may be causing a failure.

CA log analysis from web agent, due to session cache setting, CA advised lowering cache value.

Paul reported that the stock cache value was inadequate at a prior point (not during this event). The case determined to raise the value when discussed with CA. The information was provided to us by CA and because we wanted to keep the system stable, we elected not to change the values.

   s 15   (CA) Jeffry Spinney; we tracked this down to the point where it's going to do an operation in the cache and that's where the delay is occurring. Likely the logarithm was never scaled to the level being expected here. We've never tested this, and from the transactions we know where the problems are, we just don't know why. We are quite certain that closer to stock values will improve this. This particular cache is content and load sensitive. We are confident we know where the problem is occurring.

Jon Taft – Q to Jon - Is virtual address space constraining? A: Can't say if we are excessing that or not.

Oracle – Reading update from engineer. And question to Microsoft regarding threads. We can increase the thread pool but likely not much of an effect. Can we get the log for the session?

Clint – MS – additional tracing I'd like to do on the system. No installation. A zip file containing an executable. ETL trace provides a huge amount of information. Run during the test phase. Capture and then post-analysis. I'd like to run VM Map to see what the memory is like on the system.

Gary: considering recommended cache changes and additional logging on   s 15

Discussion on CA setting values, upper limits and algorithm. As the number increases there is a certain level of efficiency that drops as it gets bigger. Cache size settings – default size is 750 for max sessions.

Vendors are the SME in their products. Refusal to provide specific values, is because of variables. CA, for example, gives a method to calculate it, but not a recommended number.

ETA PDQ so we can build this plan and run at 12:00. Commitment for the algorithm before 11 Pacific.

Discussion on load balancer being in the mix for the testing.

Ian Donaldson, Paul Servant, Steve Shulhan relocated from   s 15   to 333 Quebec.

Analysis Conference bridge ended 10:48

11:00 full conference bridge cancelled to allow uninterrupted planning for the 12:00-14:00 test window.

12:00 – 1400 TEST WINDOW

28.01) Testing Window start (12:00)

12:04 – started, infrastructure sound. Changing Agent to point to   s 15   HPAS needed to verify changes are good

12:06 – HPAS required but not on conference bridge

12:11 – 270 users

12:14 - 615 users (sessions)

12:15 – 1000 users, starting to see slowness.

12:20 – 1400 users

12:20 - 1500 users (sessions)

12:22 - 1893 Sessions

12:24 – System still seems to be working, still ramping up on test

12:24 - 2100 sessions

12:26 - Confirmed symptoms. Ending test. Shutting down ₛ 15 turning up ₛ 15 Users will be impacted.

12:28 - Executing 1B of the flow Chart. CLP not being hit, confirmed. Monitoring database – good.

12:31 – verifying manual login to ₛ 15 before hitting with tool

12:32 - ₛ 15 is down, ₛ 15 is up. Verifying load balanced URL.

12:32 - Current count of Idle sessions 2200.

12:33 – begin second test

12:36 - ramping up 300 additional sessions

12:36 – If we get symptoms we'll change Cache settings on ₛ 15 If not, we will continue to ramp up.

12:40 – 600 additional sessions, checking user performance. User performance is good

12:45 – 1400 active user sessions, seeing user impact

12:48 – test shut down. Having to bounce the components. Putting in caching changes. Tested db Auth, reported 'blazing fast'.

12:50 – next test will be with ₛ 15 and with Cache changes.

12:54 – changes made to webserver.

12:59 – begin third test

12:59 – components have been bounced, webserver has been changes.

13:01 – logging on webserver is cutting out

13:02 – doing a manual test to make sure it is up then initiating auto test.

13:02 – automated test is starting.

13:04 – 269 sessions, no user impact

13:05 – looking to get admin access to make changes to remote test agents

13:08 - current plan is to execute 2 more tests. One to test ATS direct to   s 15   and then back to
   s 15

13.08 - Ian Donaldson working on need for ISM assistance.

13:08 - Reporting that users are working fine.

13:09 – 800 Sessions

13:10 – Web Agent is still looking good

13:11 - 1000 Sessions – there has been a problem.

13:11 – shutting down the test – there's been an 'idiosyncrasy' . users being impacted because
component recycled itself

13:11 – shutting off test

13:11 – bouncing components

13:13 – start 4th test

13:14 – app server failed – all 4 servers

13:16 – starting 5th test after servers bounced

13:17 – ISM not responding on conference bridge.

13:20 – test ramping up

13:29 – test only hit 30 – did not proceed.

13:23 – start 5th test

13:23 – still on   s 15   through load balancer

13:25 – 130 Sessions

13:28 – 450 sessions

13:29 – 574 Sessions

13:30 - 740 Sessions

13:31 – Philip Duffy no longer on call.

13:35 – 1389 sessions, reports of user impacts

13:36 – paged Philip Duffy to respond to RMG conference Bridge

13:37 – 1703 Sessions

13:38 – Philip Duffy/ Darryl rejoined ICM

13:39 – 1955 sessions

14:40 - test stopped. Pushing load balancer back to   s 15   Setting up ATS directly to   s 15
Bouncing components. Getting admin to Remote agents.

        Will point them at   s 15   directly, however reverting cache setting. Planning to test from ATS
direct to   s 15

14:46 - production server is back on line, users can log into   s 15

14:48 – Components cycled,   s 15   was removed from load balancer,   s 15   was added. Cache
setting reverted on   s 15

14:53 – window to test on   s 15   ONLY has been approved to extend 30 minutes. Users notified. This
may impact back-end components.

14:54 – Abandoned final test against   s 15

13:55 – Laurie Barker confirmed extension approved. Yvonne has confirmed with after hours in CFD and SDSI.

13:59 – 6th Test started

13:59 – 250 sessions

14:02 – 476 Sessions

14:05 – DECISION to shut test off. Test script is not the same. Shutting down all tests

Conference Bridge full participation rescheduled to commence at 14:30

1-877-353-9184

s 15

14:00 Conference Bridge rescheduled to 14:30

Conference Bridge Attendees: CA: Jon Taft, Mark Loan

CA: Jon Taft, Mark Logan, Bill Miller

Microsoft: Ed Capko

Deloitte: Prarie , Sheila

Siebel: Dennis O., David Terry, Grant Marshalls,

HPAS: David Patterson, Ed Sills, Steve Mitchell

ICM: Rekesh Uppala, Laurie Barker, Yvonne Muraro., Cathleen Asher, Keith Parkin

ISM: Philip Duffy, Natalie Branch

s 15   Gary Perkins, Ian Bailey, Sue Goldsmith, Niki Sedmak, Ian Donaldson, Paul Servant, Steve Shulhan, David Witzer, Colin Kopp

Gary gave a test summary: intended OATS directly against s 15   Unable to proceed because we did not have admin to Box

OATS through LB   s 15   Replicate at 1700

Test through LB only with   s 15   Replicate 1500

Through LB to   s 15   with Cache setting changes. Invalid test first time, secnd time test tool failed. Third time able to replicate symptoms at 1389 sessions

Directly from   s 15   so we were only able to do modest test.

Unable to test   s 15   Directly through the Agents.

Able to replicate on   s 15   Cache sympt

Next steps analysis of log files we generated. Lots of dats generated. We also want to restart the activity for differences between PROD and DR environment. Keith to lead. Webserver to downstream. Needed ASAP.

We'd like to change the order of the meeting at 10, at 11.

Currently we are not making any changes only manual sync of data.

Recorded specific

We just checked with users, performance as expected. Activity tomorrow may be extended. SDSI has stretched the day starting earlier, leaving later to help with log on. There is control available to throttle users on SDSI side, but not CFD.

We should be ok if we don't exceed user levels of Thursday and Friday.

Next steps for analysis. An open discussion reviewed each of the teams and vendors

CA – Paul will ensure

Microsoft - logs updloaded, to communicate out to CA and Oracle.

Steve Mitchell – No log review, Microsoft

Deloitte – Prarie is there a need to review the logs, we do it in the back ground

Seible – review the logs

Colin Kopp – No   s.15   unning. Netmon will be something Colin can look at it.

Call ended after confirming expectations and availability of data.

Next call is scheduled for 08:00 Monday May 12.

An analysis discussion will commence at 10:00 on the bridge with a follow-up with others as a general discussion at 11:00.

ICM STATUS POINTS
- 2014-05-11 - 14 15(

SWAT 2014 – 005 (RMG 2014 – 001) ICM Slow server response on ⟨s 15⟩ **and** ⟨s 15⟩ **Meetings # 5 May 5, 6 and 7, 2014 Notes**

Problem Description: ICM reported that since Tuesday April 29 they have had intermittent spike-like slow response on internal webservers ⟨s 15⟩ and ⟨s 15⟩ resulting in many 7- 7000 calls. This meeting superseded convened SWAT meeting # 3 for ICM RUEI issue.

Business Impact: Some staff report that response becomes so slow they are unable to do their job and also results in repeated attempts yielding multiple outputs thinking the input did not work.

Attendees:

Cam Paton; Bill Lutynec;   Wes Evernden;   Keith Parkin; Cindy Beaton; Dave Rose; Ed Sills; Steven Tse; Ramesh Dondapati; Rakesh Uppala; Quinn Daley; Cam Inkster; Greg Dalgliesh; Colin Kopp; Cori Douglas; Steve Shulhan; Paul Servant; Lynda Hoel; Dave Patterson; Dennis Murch; Ian Donaldson; Jeff Irwin; Edmund Chao; Steve Mitchell; Nancy Allen; Keith Craig; Cori Douglas; Dennis Murch; Ian Donaldson; Paul Servant; Jocelyn Schaefer; David Witzer; Steve Mitchell; Laurie Barker; Wency Lum; Dan Ehle; Sue Goldsmith

Discussion:

ICM reviewed the history of the problem and the actions taken to date. Including the move from 32 bit to 64 bit and history of issues with REUI tool.

Monday users between web methods showing large spikes in network traffic affecting internal and external web servers. Until Monday only internal web servers were affected.

On Sunday ICM had switched from ⟨s 15⟩ ⟨s 15⟩ to ⟨s 15⟩ and ⟨s 15⟩

Monday at 11:00 the team agreed to have the port mirroring turned off.
11:30 HPAS to begin turning off port mirroring expected ETA 12:00 – 12:30.
12:10 HPAS informed the team of issues with the switches

Discussed exercise of application without ⟨s 15⟩ were able to go without any issues but this was not a conclusive test as this doesnot exercise the application functionality the same.

HPAS reported that switches A38 and A37 were going up and down and were unstable. 17 servers impacted by these two switches some ICM and a few TRANS test and dev servers.

Siebel support were monitoring the conference call but were not actively investigating.

13:22 ICM reported performance intermittent.

13:29 HPAS reported that a port was disabled on a core device and it appeared to be able to reach some devices.

14:00 HPAS reported they have activated a standby switch but there is spanning tree issues. Appears to be similar to a broadcast storm as a result of shutting down the destination side before the source side.

14:03 HPAS reported that there is some VLAN cleanup required and is ongoing.

14:09 prepared a list of priority servers to be cabled and brought back.
Continued to work on restoring switch and preparing a hot standby.

14:40 decided to go with the recabling option with minimal configuration of 8 servers.
14:45 reconfigure servers to new config.
15:07 all servers recable and ready for ICM to update config files
15:13 ICM restarting app servers
15:17 – 15:33 addressed clustering cabling.
15:33 ICM restart services
15:42 ICM begin smoke testing
15:44 Paul requested log captures
15:52 ICM reports slow response
Configuration changes made, response time good.
15:59 ICM reported difficulty generating logs for tier 1 but able to send tier2 logs to Paul.
ICM reported access to external web server slow
16:24 HPAS confirmed staff available for the evening.
16:49 discussed the versions of s 15 agent and IIS version. Paul reported that the combination of version of s 15 and IIS on the ICM servers were not certified by s 15 and was recommended to be upgraded for CA to review logs with a certified configuraiton.

Scheduled meeting for 20:00 , 22:30, 24:00

Discussed moving to original configuration incrementally (switch A37 the A38) and introduce all servers back into configuration. Will run stress test between each move.
Updated s 15 and s.15 to R12, then replaced s 15 and s 15 (This will enable logging for CA to analyze).

ICM worked through scripting issues which delayed the process.

Moved servers back to A37 and A38 switches but left cabling to A51 and A52 to enable quick and easy switch back to the reduced configuration. (failback without having to recable)

Reported that performance was reasonable, and port mirroring was turned off.

May 6, 08:00

s 15 team reported that CA were aware of our situation and have extra staff available to assist when requested.
Service appeared to be functioning with 1000 users

Approx 08:30 performance issues appearing.

HPAS confirmed that servers and switches were configured with full duplex.

08:53 decision to switch to   s 15   and   s.15

09:52 decision to move to switch A51 and A52 and minimal configuration. (this will eliminate the switches)

10:00 ICM initiating rolling reboots

ICM completed directed tests and sent logs to   s 15   support for analysis

10:13 HPAS captured netmo   s.15   ogs for analysis.

10:30 Ian Donaldson requested application startup and Siebel logs be reviewed for issues after the servers have been rebooted.

10:40 Paul preparing logs to be sent to CA for analysis

10:49 ICM reported they will be enabling their BCP site as read only to be made available to end users.

11:30 requested status update on application startup and Siebel logs.

11:35 moved to   s 15   and left   s 15   down complete.

11:55 ICM reported beginning work on enabling their BCP site as read only to be made available to end users. Requested HPAS break the replication and set up storage to enable end users access. ICM sent specifics to HPAS to action.

12:10 DNS support noted possible configuration error, server   s.15   requesting ICM.BA.CA found when reviewing   s.15   logs.

12:15 ICM added ICM.BA.CA as fully qualified name, this did not resolve the issue and investigation found the errors have been in place since March 07 at minimum.

12:23 HPAS reported replication broken and san mounted as requested.

12:46 ICM reported issues with read only environment SAN drives. HPAS investigating

12:55 HPAS investigating cluster issues

13:09 ICM reported performance issues with spikes in activity

13:10 Decision to move to A51 and A52 switches with limited number of servers (The configuration of 00 May 5 at 16:00).

 13:20 ICM ready to move to limited configuration

13:25 ICM reports good experience on the external web servers but may be related to reduced load.

13:30 servers on a51 and a52 switches. ICM begins services restart and new configuration changes.

13:45 Ian Donaldson requested Colin Kopp review logs for misspelled entries for   s 15   and   s 15

13:54 ICM reported their review of application start and Siebel logs do not show any anomalies, the logs will be made available for HPAS to review.

14:05 storage issues with DRP environment addressed, ICM verifying

14:18 Read only environment (DRP) now available. ICM is performing tests, then will send out a communication to business users.

14:24 Production service is available, the DB and application is fast but   s 15   is slow.

(this has eliminated the A37 and A38 switches and redundancy on the load balancers as the cause of the problem).

Requested an ETA on response from CA on log analysis

14:28 ICM reported worse performance on the limited environment in production.

ICM working on plan to add servers back into configuration and to point half of the servers to the   s 15   policy servers.

14:54 ICM reports   s 15   pointing to   s 15   Policy server

  s 15   pointing to   s 15   Policy server.

  s 15   support confirmed transaction are completing but are delayed in agent. Logs and analysis were collected and sent to CA for analysis and discussion.

15:00 ICM reported limited users have experienced slow response on the read only (DRP site), ICM investigating

ICM pointed half of the services to   s 15   policy server, response is fast, but has a smaller load.
15:28 ICM reported read only site (DRP) is available again and sending out a communication to business users.
13:34 ICM communicated strategy to limit access to read only site, external URL and to add groups to
    s 15   ICM will forward the list fo groups to be added to the   s 15   team.
15:37 Application startup and Siebel logs sent to HPAS for review.
15:39 logs sent to CA with detailed information
15:51 status update   s 15   pointing to   s 15   is working well with 450 users
    s 15   pointing to   s 15   is slow with 1650 users
Read Only pointing to   s 15   working well with 3 users
16:00 ICM communicated going forward strategy to clear load balancer tables at 20:00 May 6, 2014. No network switch changes required at this time.   s 15   support will add business impact to ticket with CA to emphasize the critical nature of this problem.
    s 15   support will touch base with Ian Donaldson at 20:30 and send email to Cindy Beaton

Next meeting at 08:00 May 7, 2014

Summary of   ICM STATUS POINTS ICM STATUS POINTS ICM STATUS POINTS RE ICM going to BCP
Activities and Next St - 2014-05-06 - 1640.I - 2014-05-06 - 1510.I - 2014-05-06 - 1345.Iwant an update of ac

 FW actions to date
requested by laurie B

May 7, 2014

 RE RMG 2014 - 001
(SWAT 2014 - 005) IC

08:00 ICM reported load balancer tables were cleared and clients logging on are being evenly distributed. New groups set up and will be updated as requested.

    s 15   support reported results of CA discussion and analysis. Analysis indicates there is a blocking/slow down within the web agent. A IIS dump may be required for Microsoft to analyse and dialogue with CA. ICM to set up. Paul has sent the instructions. Microsoft account manager has been engaged and is aware. When required a CASE should be opened and the account manager will expedite.

08:13 ICM reports   s 15   region reporting issues of getting kicked out of session. 900 users logged on distributed evenly across both   s 15   and   s 15

ICM to set debug trace to be ready if issue reappears.

Read only (DRP) site online and available to have users added to the groups if required.

08:21 ICM initiated discussion of using a different authentication method (Active Directory) – questioned if an exemption form the OCIO is required. Steve Shulhan will follow up and report back to Kevin Armstrong.

08:24 ICM reports Abbotsford is reporting down. Requested more details.

08:26 ICM reported Users experiencing issues attached to   s 15   but do not believe these are related to our problem. No problem reported for users going through   s 15

08:27 ICM is investigating. 1350 users logged on spread evenly between   s 15   and   s 15

   s 15   support will look at logs in   s 15   and turn on trace in   s 15   for comparison

08:36 1900 users spread across both   s 15   and   s 15

08:38 ICM is sending a trace to   s 15   support to review and send to CA

08:48 ICM reported issues that may be related to ICM.GOV.BC.CA with stickiness between   s 15   and   s 15   ICM will take   s 15   offline and have all users go through   s 15   policy server.for both internal and external web servers.

09:08 1700 users logged on through   s 15   performance is normal. ICM reported some local browser issues. Brief discussion on moving   s 15   to point to   s 15   as well. Decision to leave offline and revisit at noon.

09:28 1800 session online through   s 15   performance is normal.

09:45 2700 session online through   s 15   performance is normal.

09:49 ICM reported users in   s 15   were kicked out of the system, logged back in but issues with opening attachment (donut). Some users in their office just got logged off and received server busy message.

ICM reports   s 15   CPU and memory are low and does not appear to be an issue.

10:00 3010 session online through   s 15   performance is normal. But at 09:45 users will kicked out of the system as well as in the office.   s 15   users logged back in and had issues with opening attachments. Will determine if this is ongoing.

Also reported some users experienced browser problems (toolbars coming and going), addressed with clearing cache and deleting cookies on the workstation. ICM preparing a communication for their business users.

ICM reported files uploaded for Paul, requested a update form Paul

10:15 3215 session online through   s 15   performance is normal. ICM reported that their duty stewart keep getting kicked out of the network from time to time. This is hindering their ability to work.   s.15   Colin Kopp is reviewing with netops.

 10:28   s 15   support requested copy of logs from   s 15   and   s 15

10:30 3215 session online through   s 15   performance is normal, but some anomalies that appear to be related to Siebel, may be related to the number of configuration changes made to the servers in the last couple of days. ICM discussing. Will get back to us.

10:43 ICM Requesting restart all Siebel servers will let us know, when approved and communicated that an outage will occur. Will also bring   s 15   back up pointing to   s 15

Internal discussion on setting up another ACO to enable the splitting of traffic between two policy servers in   s 15   if required.

11:00 status update, 3670 sessions logged on through   s 15   ICM preparing communication to restart servers. Plans in place. ETA 11:15 estimating one hour outage. ICM will contact business users when complete.   s 15   will be reintroduced into the configuration pointing to   s 15

77000 option 1 has been made aware of the anomalies and instructed any callers from ICM to clear cache and delete cookies.

11:10 ICM reported users in   s 15   now able to access attachments

11:14 ICM reported seeing some French words in tool bars.

Investigating.

Internal discussion on results from CA. Discussed options. Discussed requesting ICM to provide a test environment to reproduce the problem to enable further diagnostics. We will not make any changes to   s 15   policy servers.

11:23 ICM restarting servers.

11:27 ICM requested Bruce Pfeifer join the conference as they have questions on a patch for IE, did that change any of the underline settings. The default setting appears to have compatibility mode turned on which has some ramifications to the ICM users. Bruce will investigate.

11:50 status update ICM reported servers on way back up, ETA 12:22, no issues to report.

RE ICM STATUS
POINTS - 2014-05-07

12:00 ICM requested a status update from ⬚ s 15 ⬚ support group. ⬚ s 15 ⬚ reported CA confirmed delays as noted by ⬚ s 15 ⬚ support. CA would like t confirm caching and to get a IIS dump. This would require reproducing the problem. No appetite to reintroduce the problem at this time.

Discussed possible redesign of testing harness at ICM to simulate load to in lesser environment. ⬚ s 15 ⬚ support is available assist. ICM will take this away.

12:13 Bruce Pfeifer responded to ICM questions regarding IE patch applied the previous week.

Compatibility
viewmode.msg

12:15 ICM reported servers now up sending communications to clients to start up.

12:30 requested status update from ICM. ICM reported servers back up , accepting connections, do not see any issues, session count 350, low, as it is lunch time.

12:33 Keith Parkin responded to Bruce's note regarding compatibility mode on the workstations

RE Compatibility
viewmode.msg

12:35 disapproved security patches scheduled for May 10 and 11 to ICM servers. Asked to have postponed one week.

12:37 ICM confirmed servers up, communications gone out to all clients including instructions on clearing cache and deleting cookies

12:45 status report, sessions logged on 650, so far no issues reported.

13:00 1110 sessions logged on, no issues reported. Load being balanced across ⬚ s 15 ⬚ and ⬚ s 15 ⬚ equally.

ICM STATUS POINTS
- 2014-05-07 - 1300.

Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility
viewmode.msg

13:10 Paul gave internal update from CA. CA believe this may happen again, the problem may be related to a caching size issue. The suggestion is that the cache is abnormally large , but the size is based on previous consultation with CA. CA believes the problem may be related to caching algorithim bogging down. CA would like an IIS dump. This will not be available unless the problem reappears. CA will review an IIS dump if forwarded to them but would like ICM to upgrade agent. Paul to discuss upgrading to R6 with ICM.

13:15 1620 sessions logged on. Some performance issues reported in regions, doesnot appear to be same as original problem. ICM gathering more information. Noting a time delay getting to web servers. Requesting HPAS assistance in troubleshooting within their network.

ICM questions alternatives if policy server in   s 15   failed or experienced issues. A policy server is available in   s.15   hat could be used.   s 15   support will verif   s.15   policy server is update to date and tested for functionality.

ICM reported seeing issues appear where it appears network is not distributed evening between the two web servers.

Requested HPAS to return back to the bridge.

Also requested latest logs from   s 15   and   s 15   as well as an IIS dump. Problems started around 13:05 – 13:08 when people started to logon.

Discussed turning off   s 15

Internal discussion, PI information may be included in the IIS dump, must followup on protocol with executive before forwarding to CA.

13:49 ICM discussing whether to shutdown   s 15   then possibly rebooting   s 15

13:59 ICM opened bridge to include TS in brain storming, with discussion as to impact and users impacted. Discussed moving an application server to   s 15   and taking   s 15   down.

14:18 pulling out   s 15   and   s.15   no restarts of servers and services.

ICM STATUS POINTS
- 2014-05-07 - 1420.

14:25 Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility viewmode.msg

RE Compatibility viewmode.msg

14: 30 removed s 15 and s.15 appears to be better, service acceptable not as fast, but application responding. Not being load balanced but going through the load balancer.

14:40 Gary Perkins has joined the group.

14:50 ICM requested s 15 support contact them to answer questions.

15:00 requested a status update.

15:10 case opened with Microsoft raised as a sev A case, an engineer will be available within an hour. Discussion on getting vendor rep on site. ICM requested SSBC rep on site. Gary to lead the coordination.

Sue Goldsmith is handling the IIS dump including PI, and has passed on to Laurie Barker and Wency Lum.

15:17 ICM discussing moving servers out that were added after 11:00 today. With s 15 and s 15 will be in the configuration. Approx. 15 minute – 30 minute change. Nelson has a priority 1 ticket opened on it last week does not create performance issues but does create application issues.   Will require a recycle of the service. Make a lb config change, call users off, access for read only for after hours. Limited use to read only site at this time. The service should be available in 30 minutes. Want clients to a log on when the service is restored. ETA to start 15: 38. Services on s 15 will be restarted. No change required to s 15 at this time.

15:32 Microsoft engineer joined the team.

15:40 Greg Dalgliesh is compiling a list of open tickets with vendors and the associated executive.

ICM STATUS POINTS - 2014-05-07 - 1530.

15: 45 Microsoft is initiating a bridge with ICM to be brought up to speed in IIS configuration if needed for problem resolution.

16:08 requested how much memory on s 15 and s 15

16:12 requested a status update, Servers on their way down, ETA 30 minutes.

16:13 requested swap activity between s 15 and s 15 less than 2%and antivirus levels on

 s 15   s 15 version 12.1 , s 15 unknown

16:45 third party gateway to mainframe was down, backup at 16:49

16:50 ICM reports services back up, 123 sessions logged on normal performance, note to ask business users to log on is being sent.

17:00 ICM will not make any changes tonight but will brainstorm next steps. ICM is expecting Gary Perkins to be at the ICM site tomorrow morning.

Ian Donaldson will be the contact for ICM tonight

17:20 Microsoft engineers joined conference call.
Change freeze initiated by executive
All desktop changes cancelled for tonight
HPAS will send list of changes for Ian Donaldson
17:26 Microsoft engineer will be on site tomorrow.

ICM STATUS POINTS
- 2014-05-07 - 1715.

17:49 Summary of Microsoft discussion

FW
REG11405071142288

17:59 requested approval to send IIS dump prepared for CA to Microsoft for their analysis. Mike Foltinek to verify with Gary Perkins. Not required.

ICM will send logs requested by Microsoft. ICM to send the hang dumps. ICM will review first to determine if any PI included. Gary Perkins will be the Approval point for forwarding to Microsoft. Discussion on whether to reset the severity of the Microsoft ticket.

Decision to keep Microsoft ticket as a SEV A.

18:20   s 15   support confirmed IIS logs sent to CA with the appropriate verbage.

Requested two new servers one in   s 15   and   s 15   to be available if required to be set up additional policy server if required.
Requested HPAS to accommodate to staff to attend site to get briefed on network topology,

    s 15   support reported on discussion with CA. Delays in Cache management are being explored. Outstanding question with HPAS is the stickiness happening in the load balancer. Paul has requested CA to prepare a diagnostic tool to get the required debug extracts. CA should have an answer on that request May 8 midmorning.

ICM STATUS POINTS
- 2014-05-07 - 1900.

Group to reconvene tomorrow morning at 08:00.

May 8, 2014

Update from Microsoft analysis

Fwd   Fwd
REG1140507114228ÉREG11405071142288

08:00 added one more application server than yesterday mornings configuration.

Change freeze in place.

Plan this morning if stable, if root cause known, stable but no root cause known and if not stable.

List of network issues since April 27,2014, Brian to supplement

Daily summary from HPAS, Dave Patterson

List of   s 15   changes to policy servers since April 26, Paul

ICM will share all application changes.

To share with vendors.

No changes, SMEs on the system

ICM notified of any emergency changes by SSBC

Summary of analysis from CA, Microsoft,   s 15   support. Paul Servant will send off

Installation of servers- 2 servers one in each allocated in   s 15   and   s 15   in progress of cabling
   s 15   , ETA one business day,   s 15   one business day. HP to email Paul when ready.   s 15

Ready by weekend,   s 15   Monday

Paul reported problem component lies within the   s 15   web agent. Delays, working with CA. Tier1 agent. Behaves differently with web servers one server than 2 servers.

08:30 1300 users

CA and Colin Kopp reported previouse traces shoed what appeared to be network bursts. Appears to be wild reset in blocks.

Steve Mitchell to verify which traces were taken – netmon packet captures were taken. Before s 15 was taken at 13:20 and again after s 15 was taken out.

Garrry Perkins requested HP be monitoring realtime the switches,s 15load balancers between 08:00 – 08:30 and capturing traces.

Wes reported detailed traces were completed on Friday.

08:37 1500 users

John Moody of HP reports load balancer does not show any issues

ICM is monitoring the web servers

ICM requested information on change made yesterday that impacted connectivity to mainframe.   Gary reported the change was related to a push to IPS. The IPS was in a volatile state and is now in bypass mode.

08:45 1700 users

Wes Evernden is watching the firewall and reports looks healthy, confirmed runnin on crossbeam hardware and checkpoint software.

The system is stable at this time with one policy server and 2 less application servers.???

So far problem with Tier 1 s 15 agents. No evidence of issues with Tier 2.

Web servers traffic has become busier in the last 4 minutes to s 15

09:00 1927 users all internal good reports of performance. 450 external web server connections

09:03 starting to receive reports of slowdown (running queries specifically) Edmond was investigating application, this is Tier2. Before slow downs were in the navigation (has since been determined to be a known issue outside of the current scope of a long running transaction)

09:03 Gary Perkins requested information on Highest talkers. Wes following up.

09:10 ICM reported clients in Nelson reported network issues. Requested clients open incident ticket with specific details so Network Operations can investigate as they cannot see any issues.

09:15 HPAS reported load on Exadata is normal.

Database load is normal

09:18 ICM reported that a Microsoft representative on site at 333 Quebec and David is on the conference.

09:22 arrangements made to gather required information to enable traces from Workstations through to the servers. Wes Evernden to set up from the IP addresses identified.

09:25 2050 sessions logged on good performance

09:30 19 12 sessions logged on good performance

Wes Evernden reported on top talkers and initial analysis suggests consistent across. Gary Perkins reported that these end users would be contacted to determine what activities they were performing in the application.

09:41 Paul reported there is a web agent trace log tool available to aid in identifying slow transaction.

09:45 1625 sessions logged on good performance. ICM reported that a communication has been sent to their Deputy Ministers to ask users to not log on unless they have necessary work to perform.

09:51 Colin Kopp requested a current packet capture of approx. 5 min to look for any indication of 90 second delay noted in an earlier trace.

ICM reported that the Oracle Account manager (Julie Sanbeg) was on site at 333 Quebec

10:00 Internal discussion on CA request to lower the Authorization session in cache from 50,000 to 9000. Decsion not at this time but will keep in list of to dos when system stable and further trouble shooting.

Gary Perkins requested a common repository be established for logs and traces to be posted and made available to review and collaborate analysis. Dennis Murch set up a Sharepoint site. Sherry Griffiths will

RMG 2014 - 001 ICM
performance issues.n

be managing these requests and posting to the site.

RFCs for HPAS
Admins - May 8-9.msg

10:05 ICM has requested HPAS to provide a summary of changes and incidents

Fwd FINAL
CORRECTED logs (coi

Network reports

10:10 1582 sessions logged on   No sessions kicked out,   no issues reported.

ICM requested another report on top talkers. Wes Evernden is preparing

10:13 Internal discussion: LTSA has reported some issues last evening at 07:00 and this morning that are being worked on in a separate stream. John Oliver, Brian Severinsen and Niki Sedmak are on that team.

10:17 team was informed of 3 new agents added to WAM site this morning. Steve followed up, these were istore orders. Requested clarification on day to day non RFC activities. Clarification all ~~s 15~~ and reverse proxy requests will require executive approval.

10:21 Team reiterated goal to restore stability to service.

10:32 ICM requested access logs from policy servers

10:33 1582 sessions logged on no issues reported. ICM reported that clients reports of kicked out of session has been a normal occurrence and is not in scope of the performance issues.

11:23 ICM Oracle Active Testing (OATS) does not correlate with what ~~s 15~~ see. The testing harness is generally not in use in production.

Sherry Griffiths has been assigned to manage the log and trace requests and post on the sharepoint site.

CA discussed FOIPPA circumstances where logs may contain personal information. Gary Perkins will manage any FOIPPA concerns.

ICM has requested a number of subgroups be established to focus on specific areas.

The goal of the teams is to ensure that all tools are in place to cover all components for trouble shooting in the event problems recurand to figure out how to get to an optimal sustainable state.

Team A Microsoft centric – focus on IIS

Team B OATS and CA centric focus

Members ~~s 15~~ (Paul, Steve) CA – Alvin Arvin, Julie, Jeff Spinny (onsite on Friday), Denny Prvue) HPAS (Ed Sills; Wes Evernden)

Team C discuss requirements for a LDAP solution bypassing ~~s 15~~

Members (Al Wilhelm, Greg Dalgliesh, Paul Servant, Chris Flight, Keith Craig, Bob Kerr)

Team D DR site updates

Members (Lee Johnston, Bruce Webster)

Team E Review Business Cycle.

11:45 status update 1516 sessions logged on no issues reported

12:03 Al Wilhelm joined the team. Audra Gordon is preparing a Service Bulletin.

12:30 Sherry Griffiths was added to team to manage the sharepoint site.

13:15 1536 internal sessions, 511 external sessions. No issues reported.

Break out teams reported back in

Team A – reviewing MS recommendations, reviewing configurations for 90 second parameter to correlate with the 90 second delays noted in logs. Nothing identified to date.

Discussion on update DR site, Requires a 5 hour outage to update database. ICM needs to determine frequency of updates required. HPAS resource are Lee Johnson and Bruce Webster. ICM needs to investigate the ramificaitons of having the DR site down.

Can after hours use production???

Discussed status of   s 15   and   s 15   Currently at R12, should this be changed to R6. Discussed advantages of moving back to R6, for testing and to be ready incase required if a failure of existing web servers. Decision to move to R6 before 17:00 today May 8, 2014u

Team B OATES working on getting past CLP issues. How, when and hardware required. Decision to use   s 15   Policy server. Goal is to reproduce problem on Test environment.

SSBC will set up a test authentication server to exercise the testing harness and generate test case for ICM.   Paul suggests   s 15   and   s 15   Be used to test as the problem has occurred on these two servers. Decision to not test before 17:00 to reduce chance of impact to production. ICM SSBC to work with CA to develop a plan and solution.   ICM to discuss timing risks offline.

ICM to review trace and logs.

Build script to reproduce problem using   s.15   environment. Complete.

Team C – Active directory active working and smoke testing in progress. Team is building a list of exceptions and will regroup later in the afternoon. If required this would take one hour to set up in production. An alternate site will be set up for internal and IDIR users.

Team D – DR site decision to take offline from 01:00 – 06:00. Will bring up in read only up to date to 01:00. Need to determine frequency of updates required.

Team E – ICM Business team to look at all events, jobs, dependencies etc,

Laurie Barker requested a high level technical plan with a description of each team and the associated goal of the team. Demonstated progress, devlop governance around decision making. Gary Perkins will be included in ICM executive Meetings. An Issues management log needs to be initiated and a Risk matrix.

Discussed setting up a process to manage increased load when social workers begin to log on after field activities. Decision, if session count goes above 2000 staff at 333 Quebec will logoff.

Goal of RMG is to maintain stability up to end of tomorrow. No changes to be made to the production environment before this weekend. Then only one change.

Teams A, B, C to rejoin conference for a check in at 16:30

14:00 status update 1554 internal 427 external sessions logon

14:07 Tim Gagne will be added to team A

14:30 status update 1516 internal 411 external good response reported.

MCFD are majority of users logged on ar form MCFD rating of service is 9 out of 10. Access have not been limited in this ministry.

Regional Support Division (RSD) SDSI looks good but has limited number of users.

15:30 1430 internal and 340 external sessions logged on

15:45 1400 internal 326 external

RE SharePoint
site.msg

16:30 group check in.

Discussed threshold of users for Friday Decision to 1100 MSD 700 SDSI total users, stage 100 users at a time. Allow 100 clients at 08:00, 09:00, 10:00 Wency to communicate.

Discussion on returning   s 15   and   s 15   to R6. Decided not required at this time.

Vendors on site tomorrow Microsoft, Deloitte, CA, Oracle?

Team Outcomes:

Team A - 80% of baseline captured and sent to sharepoint. Wes to collect another log need to connect with Paul for discussion. The team has not identified a proactive alerting point. Microsoft recommends FREB and CA logon tracing on test environments be put on ASAP. No impact expect. HPAS (Wes and Ed Sills)confirm timing and approval. FREB should take 15 minutes CA logging agent 5 minute change and an outage to the service.

Team B - define metric of success for logons and navigation (higher priority). Cindy will provide to the team. All base lines should be established and logs required to trouble shooting by noon Friday. Planning scripts to be built. Working on a proof of concept.

Team C – set up in   s.15   environment. Tested small implications. Tested and good to go if required.   Consider to be added to production environment. Implications include pop ups asking for

idir ids. This should disappear for most government users. This can run in conjunction with ⬛ s 15 and can be split within users.

ICM reported approval to update read only DR site tonight (manual process) and automate process for following updates. Production system will be up, on call and monitoring. HPAS resources are lined up to turn on replication if required.

Ian Donaldson reported HPAS on call tonight and this weekend. Ian will provide names and numbers of on call.

Ian Donaldson and Prairie Blake still contacts for this evening.

Decision

No change for tonight

Friday –

Production system - ramp of more users 100 at a time, 3 instances. monitor

Test system   s.15   run OATS against   s.15   and production policy server.

For testing request changes to repurpose a web server apply SSL certificate and alternate logon to support test harness.

Discuss change for Sunday.

No action required for Team C

Team A ask for logs to prepare for issues.

Team B FREB, CA logs and test

Cindy to find out if clients are planning on working over the weekend.

Determine weekend coverage and expectaitons.

ICM STATUS POINTS
- 2014-05-08 - 1730.

May 9, 2014

Anil from CA has joined the team and is on site at   s 15

Prairie Blake reports all looks good

The resync with DR site was completed at 23:00 last evening

A web server was been turned up for test bypassing CLP , has now been turned down until requested. This will be turned up again today to enable testing.

ICM reported they are reviewing the option to enable active sync on the read only DR system. TBD

ICM reported working on a strategy to grant permissions to required users, at this time access is limited.

CA reported their analysis of the logs have identified thread waiting for 2321 IP $_{s\,15}$ and have

some questions to be answered by ICM.

Status of the$_{s\,15}$load balancer rules in progress of uploading to sharepoint site.

Status of the backup policy server was requested. Finished building, final verification before handing over to the $_{s\,15}$ group. $_{s\,15}$ server was to be transported this morning.

08:00 internal sessions logged on 557 external sessions 61 DR -1 (ICM)

Reminded group to ensure all logs are uploaded to Sharepoint site. Sherry Griffiths is focal point for any questions, etc.

Discussed the PI policy, Garry Perkins is the focal point for this. An email should be sent to all vendors instructing not to download these files.

Sue Goldsmith to follow up with the Strategic office to get generic NDA form to sign.

08:22 Internal 557 external 61 DRP 1

Internal discussion initiated by Ian Donaldson on single thread possible avenue to explore. Ian Donaldson has sent a note to ICM with a suggested direction to investigate single threading, and shared with the team an experience with Drive BC with the appearance of similarities.

Colin Kopp noted approx. 25% of single threads appear to be blocked.

08:36 internal session logged on 750 external 102 DR 1

ICM reported they will be adding 100 users at 09:00, again at 10:00, and at 11:00 from SDSI and will be giving greater access to the DR site to enable RMG team to make changes if required.

Discussed developing a strategy on changes to be made to production if we have user working on the weekend. Shirley Mitrou has reported SDSI has not booked any users over the weekend.

Gary Perkins is leading the establishment of a ICM technical plan for the weekend and will validate with executive.

08:45 Internal users logged on 845   external 156

David Witzer requested that each working group communicate the staffing strategy for their group over the weekend including an availability and contact points.

09:00 Internal users logged on 954   external 225   adding 100 users.

Gary Perkins reported that they expect the ramp up of sessions logged in will be slower than earlier in the week.   They expect to reach maximum users who will log on around 11:00.

ICM discussions on enabling permissions to allow all users on to their DR site. Laurie Barker is managing the access to the various systems. Nancy Allen will be responsible for the communications. Reports of issues accessing DR site last evening were as a result of users attempting to access the   s.15   URL site rather than   s 15   DR.

09:07 ICM reported they have responded to CA questions.

09:15 Internal users logged on 1101   external 260 no issues reported.

Shirley Mitrou reported that SDSI is not planning on asking workers to come in on the weekend but will be asking to start at 05:00 during the week.   OT will be limited to 4 staff who normally work on weekends.

HPAS requested that netmon be turned on for   s 15   Colin Kopp requested same for a couple of DB servers. The request was declined for today, but will be revisited for tomorrow.

ICM requested a confirmation that stickiness is turned on for ICM web servers. HPAS responded the timeout is turned on and set for idle 300 seconds.

09:30 ICM reported working on approach and plan for the weekend including a resource plan for staff, vendors and requesting the same form MTIC.

09:30 Internal users logged on 1200   external 294 no issues reported.

09:58 HPAS reported requiring a VLAN change to accommodate the new   s 15   server for ILO access. RFC 112921 port VLAN change for LOSIFIVE to be forwarded to executive for approval.

10:00 Internal users logged on 1323 external 327 no issues reported. Added another 100 users

10:04 Hot ticket tracker send out by CSC regarding slow internet response for global web applications. IM329845 new P2 ticket IM330357

10:31 Internal users logged on 1407   external 367 slow response, possibly attributed to internet slow response issue.

10:37, Network services reported bypass in place for IPS   internet traffic response has returned to normal.

Next group conference including breakout groups at 11:30.

10:48 MCFD has confirmed only regular after hours staff will be working this weekend.

RE ICM STATUS   ICM STATUS POINTS
POINTS - 2014-05-09   - 2014-05-09 - 0840.

11:00 Internal users logged on 1475   external 370 no issues reported. Requested a 100 users to be added as well as another 100 at 11:30. ICM is confirming that the business user is exercising the system as designed rather than holding back.

11:15 CSCHELP received a notification of emergency cycle of ITIMS at noon today. Requested a RFC and executive approval.

11:30 Internal users logged on 1550   external 366 no issues reported another 100 added plan to add another 75 users at 11:50

Teams Status reports:

Team A – consolidating logs and continuing analysis. A plan has been prepared to turn up monitoring tools in production in production.

Team B – Paul has supplied instructions to ICM to turn on new policy service in   s.15   Expect to be available for testing in approx. 1 hour. And begin OATS testing.

Team C – Proof of Concept complete. Single signon may be applied next week if required.

Team D – Read Only - DR site is up to date as od 11:00 last evening. File took approx. 1 -1.5 hours, DB approx. 4 hours. Expect the next DR refresh should take less time. The DB update will be manual. ICM will discuss details offline. Manual refresh planned for Friday, Saturday, Sunday, Monday 19:30 – 00:30. Expect will take less time on weekends.

Shirley gave report on weekend use as supplied to her by client Ministries. Nancy Allan reported there are 85 after hours users. The Ministry has asked ICM for confirmation to start approx. 700 users at 05:30 during the week. (YES)   Additional SDSI users to log on at 09:15 when given go ahead.

RMG will check in at 08:00

Team D - Deloitte is preparing a list of jobs (daily, weekly, monthly) and inserting business context to these jobs.

Nancy will reach out to clients regarding client business impacts. Nancy will report.

Team E – Restoration plan – guiding principal- maintain stability, improve redundancy, ramp up users.

A draft plan has been prepared, and been distributed to the group.

Discussed requirement to split traffic to get test if using two web servers.

Outstanding action items reviewed.

Request for LB rules posted on sharepoint.

Discussed requirement for activities and required resources for weekend. David Witzer has asked for a deliverable from each team. ICM and all vendors including phone numbers for each weekend day. Email list to Jocelyn Schaefer by 14:00. The ICM list and MTIC list will be consolidated and reviewed at 15:00.

Discussed preparing a plan if issues are experienced. Gary Perkins to prepare.

ICM reported business has requested an application change to remove faxing as an option. Decision No

Laurie is preparing a matrix of change and will clarify lower level application.

Colin Kopp has identified the ICM.GOV.BA.CA is found in the load balancer. HPAS has reported this is not an issue or contributor.

Anil Barazai (CA) reported logs analysis is pointing to threads being held for a period of time. This should be reviewed by team A. the report is posted on the Sharepoint site.

13:15 internal sessions 1822   321 external

13:38 1864 internal sessions. Asked a few users and internal administrators to back off, to not exceed the 1800 count.

14:00 requested weekend coverage list from ICM. Still working on.

14:40 RMG detremined a change management rep was not required on the weekend. A note will be sent out informing executive to inform staff to communicate all emergency changes to them.

 URGENT WEEKEND
CHANGE PROCESS.m

15:00 internal sessions logged on 1765 external 361 ICM reported that sessions exceeded 1800, internal admin were asked to logoff the system, no performance issues reported.

ICM reported errors that appear to correlate with HPAS network connection issues in HPAS Data Centre and have noticed in the last few weeks. Steve Mitchell to investigate.

15:10 Group conference

Team updates

Team A – accomplished – logs have been posted.   Tools ready if required for this weekend. Ed Kapco if needed. The team reviewed the CA report and nothing new has been flagged.

Team B to breakout

This weekend hoping to implement FREB in   s.15   test) system tonight. To allow OATS testing tonight. MTIC security operations will be implementor. Bill forwarded the request to Gary Perkins to initiate. Assume to be approved.

Friday validate a test is possible and run the script against   s.15   test).

And FREB in production ICM system on Saturday.

Saturday test on production one web server, then add second web server on production ICM environment. Between 12:00 – 14:00. Performance may be degraded when testing, but may take the system offline.

Discussed extending the window to 15:00 on Saturday and cancelling Sunday change window activity, Not approved.

Roll back   s 15   or   s 15   to R6.

Manual sync of data Deloitte at 19:30. HPAS do not need to be involved.

Technical Plan will be posted on the share point site.

Sunday discussed reintroducing A38 switch HPAS needs to be notified to arrange. Requires a RFC.

Discussed netmon capture at   s 15   and   s 15   Decision to run netmon capture on   s 15   only. Add   s 15   to production ICM system. Run OATS , then remove from production environment.

LDAP testing Bill and Paul to arrange location to work fro

Discussed fix to firewall in   s 15   to resolve issue of access to DR site for some clients.m on the weekend. Approved for Saturday morning.

Wendy is preparing a plan with time line and associated resources.

Conference for 10:00 and 14:00 Sunday and Monday. Bridge open in between meetings.

Require a status update on Sunday. Gary Perkins will email a status update after Sunday actvitiy.

16:30 internal sessions 1159   external 179

The RMG will reconvene at 08:00 Monday May 12, 2014

17:43 ICM reported all changes have been approved, An updated plan is being prepared and distributed as well as posted on the sharepoint site.

ICM STATUS POINTS - 2014-05-09 - 1650.

Plan.msg   **RE SharePoint site.msg**   **RE Contacts.msg**

Weekend call out

Technology Solutions RMG 2...   **CA contact list Technology Sol...**   **Resources available for the weekend.msg**

ICM STATUS POINTS - 2014-05-09 - 1805.

Mike Foltinek is contact for Security operations 250 952 6494

Fwd IIS Premier Field Engineer Weekend Su

No action items for   s 15   team tonight , if required call out as per call out list.

May 9, 2014

Conference attendees:

Dennis Murch, Steve Mitchell, Dan Deane, Colin Kopp, Steve Shulhan, Ian Bailey, Gary Perkins, Wency Lum, Mark Loan, Brian Severinsen, Ian Armstrong, Steve Wilson, Cindy Beaton, Keith Parkin, Ian Donaldson, Sue Goldsmith, Narcius Misconiu, Sharon Koot, Cheryl Strzelecki; Lynda Hoel, Paul Servant, Steve Shulhan, Jocelyn Schaefer, David Witzer

09:15 100 internal users logged   30 enternal

10:00 22 internal users logged on   no performance issues reported. (normal for weekend)

Status report for activities performed Friday evening

Team B OATS team reported

- Were able to simulate to 5000 sessions on the   s.15   test)
- The manual sync was completed on   s 15   DR
- CA and Netmon monitoring set up and turned on in production
- LDAP has been set up on test DR
- HPAS firewall changes were completed this morning.

Gary Perkins reported that the Technical Plan is on track.

OATS is set to be test in production between 12:00 – 14:00

The timing for the A38 switch activity has yet to be finalized. ETA 14:00

  s 15   and   s 15   scheduled to be rolled back to R6

An updated version of the Technical Plan including current status will be posted on the sharepoint site.

Set up LDAP on   s 15   ETA 11:00

Discussion on intent of OATS testing in production with   s 15   (to validate OATS testing). 6 or 7 sources so expect testing will load balance on Sunday OATS testing production.

Sue Goldsmith recommended reviewing all changes implemented just before the symptoms began. The list of changes made by each group has been posted on the sharepoint site and will be rebuilt.

Fwd IIS Premier Field   FW update.msg   ICM STATUS POINTS
Engineer Weekend Su   - 2014-05-10 - 1000.ı

12:00 Gary Perkins reports

Perkins, Gary MTIC:EX 12:03 PM
Hi folks
system confirmed presently stable
elements are stable
testing has begun
we have user monitoring for performance problems
to confirm this will be a steady ramp up IN PRODUCTION
12:02 testing started

12:04 - 78 sessions logged on
12:14 there was a hang in the ramp up of users, we're going to start from 0 again

60 users will be added every 15 seconds
live monitoring performance
please advise if you become aware of any problems, conflicts, other issues
suspected a component recycled but checked and no
rechecked system performance from user perspective and it's good
checked the infrastructure as well and performing okay
the one element we are not monitoring live presently is the load balancer, in the event we replicate
symptoms we are going to back it down and call HPAS who is on standby.

12:22 62 sessions presently, starting ramp up again
12:26 suspect connectivity issues, investigating, stopping test again, connectivity issues seems isolated
to tool connectivity

12:41 Out of 6 remote test machines only 4 machines working. Spreading the testing across those
machines means that we'll have 33% less tests being run.
Just made the call to spread the tests across 4 machines instead.
Anything >1 is the objective so 4 is plenty. Then after will look at why 2 not good.
12:41 restarting tests on 4 boxes
12:46 starting tests using 4 boxes
12:47 120 sessions
12:49 480 sessions
12:55 1000 sessions
1:02 - 1521 users and we ARE seeing symptoms,   logged in from several different machines, the system
is impacted, backing it off, stopping the test, to see if it recovers, testing is stopped, system is recovering,
can see logins working, 1700 users topped out

13:09 we're going to confirm users are back to normal, we are going to confirm the infrastructure is
healthy, we are grabbing the logs off the boxes, suspect the problem is manifesting/visible on   s 15
CPU was fine, RAM/memory fine, confirming network bandwidth and application logging

we're making the decision to turn on audit logging on CA for this next test and turn it off
we're planning to run another test
and get to 1500+ quicker

13:13 system is presently sound, building a plan to gather key data when we evoke this again

13:25 strange behaviour witnessed on performance monitoring on   s 15   IIS web server, there is a GAP
in the performance monitoring with no prior ramp up. it's like it suddenly stopped reporting performance
and then came back. usually a system will degrade and you'll see steady increase but this one was
sudden went away (locally on the box) and sudden return so turning up level of logging on IIS server to
have good samples, just confirmed at least the symptoms were the same... can't confirm same cause...
but blank white screen unable to log in

13:28 ramp up of sessions starting
13:41 test running but users not increasing, not seeing load increase
13:53 users ramped up to 1200-1300 with additional idle sessions, seeing the symptom, gathering last captures, dumps

13:55 System returning to normal, turning off auditing

13:53 saw 3400 sessions but that is misleading. it's more likely that it was 1200 and can explain

test 1: hit 1700 and had symptoms
test 2: 2200 but that includes original 1700 so really 500 but test failed so had to restart
test 3: 3400 but that could include original 2200 so more like 1200 and 2200 idle

14:00 group conference
Attendees; Steve Shulhan, Lynda Hoel, Cheryl Strzelecki, Ian Bailey, Wency Lum, Cindy Beaton, Gary Perkins, Steve Mitchell, Ian Donaldson, Keith Parkin, Dennis Murch, Colin Kopp, Brian Severinsen, Ian Armstrong, Niki Sedmak, Sue Goldsmith, Cathleen Asher, Mark Logan

Gary Perkins reported testing replicated similar symptoms than had been experienced
Summary
12:40 test on 4 boxes able to get 1500 sessions – maxed out at 1700 sessions
13:00 a slowdown was noticed, ended the test, system recovered.
13:30 next test 1200 sessions, symptoms noticed , this time more intense logging set up.
14:06 system stable and back to normal
Gary noted a gap in performance monitoring on   s 15
Captured logs will be forwarded to vendors for analysis

Team is revisiting OATS setup, todays test included the CLP (unintentional). Paul Servant is working with the OATS team to make the required adjustments.

Sundays 12:00 – 14:00 test will have Microsoft online.

Discussed the different results in Friday evening test in   s.15   nd todays production test. Will require a component by component analysis.

The Technical Plan will be revisited.

Second test may have been Database contention due to numbers ramped up. The user count not as precise because of old sessions.

Sunday test will be adjusted, Decision: s 15   will not be added to the configuration.

Decision: The A38 switch change will not be implemented on Sunday deferred to a later date.
All other changes proposed for the Sunday test will be postponed. The   s 15   DR sync will proceed as planned.

Sunday window will test in same configuration but bypassing CLP.
The technical plan will be revised and ready for review at 15:30.

14:56 - 45 sessions logged on   6 external sessions logged on. ICM will call these users to ask performance.

ICM STATUS POINTS ICM STATUS POINTS
- 2014-05-10 - 1357.l- 2014-05-10 - 1357.l

15:30 group conference

Reviewed weekend plan posted on the sharepoint site. All changes originally scheduled for Sunday to the ICM testing have been cancelled.

Discussed the requirement for a meeting of the SMEs and vendors to discuss, logs, traces and analysis before full conference call. Decision Jocelyn to schedule meeting at 10:00 with list of names provided by Gary Perkins.

Discussed the requirement for an analysis of the difference between the production and   s.15
environment.   Deloitte and ICM team responsible.

Dennis Murch will contact HPAS with the staffing requirement for the 10:00 analysis meeting.

The 10:00 conference meeting will be rescheduled to 11:00.

Clarification provided by ICM   s.15   was changed to R6 this morning.

Wency will mail results of executive meeting to the team.

ICM STATUS POINTS
- 2014-05-10 - 1605.l

May 11, 2014

Conference Bridge was opened at 09:00.

Conference attendees:

10:00 Analysis review attendees:

CA: Jon Taft, Mark Loan, Bill Miller, Jeffry Spinney

Microsoft: Ed Capko, Clint Haufman

Deloitte: Prarie

ICM: Rekesh Uppala, Laurie Barker, Yvonne Muraro., Cathleen Asher, Keith Parkin

s 15   Ian Donaldson, Paul Servant, Steve Shuhlan, David Witzer, Ian Armstrong, Ian Bailey

Microsoft (Clint) - no evidence of memory running out. Some process debug dumps taken from yesterday, all the threads of IIS are waiting on the back end. Suggests ran out of resource, or the network is failing, or resource not responding. Waiting on Siebel.

Kernel memory looks ok on idle. Normally resources would increase, but this all of the sudden quit reporting locally on the box and then picked up where it left off.

Microsoft has some things they'd like to put into place but would require a restart. Not a desire from team perspective but maybe we could do something on   s 15

MS - A driver may be causing a failure.

CA log analysis from web agent, due to session cache setting, CA advised lowering cache value.

Paul reported that the stock cache value was inadequate at a prior point (not during this event). The case determined to raise the value when discussed with CA. The information was provided to us by CA and because we wanted to keep the system stable, we elected not to change the values.

s 15   (CA) Jeffry Spinney; we tracked this down to the point where it's going to do an operation in the cache and that's where the delay is occurring. Likely the logarithm was never scaled to the level being expected here. We've never tested this, and from the transactions we know where the problems are, we just don't know why. We are quite certain that closer to stock values will improve this. This particular cache is content and load sensitive. We are confident we know where the problem is occurring.

Jon Taft – Q to Jon - Is virtual address space constraining? A: Can't say if we are excessing that or not.

Oracle – Reading update from engineer. And question to Microsoft regarding threads. We can increase the thread pool but likely not much of an effect. Can we get the log for the session?

Clint – MS – additional tracing I'd like to do on the system. No installation. A zip file containing an executable. ETL trace provides a huge amount of information. Run during the test phase. Capture and then post-analysis. I'd like to run VM Map to see what the memory is like on the system.

Gary: considering recommended cache changes and additional logging on   s 15

Discussion on CA setting values, upper limits and algorithm. As the number increases there is a certain level of efficiency that drops as it gets bigger. Cache size settings – default size is 750 for max sessions.

Vendors are the SME in their products. Refusal to provide specific values, is because of variables. CA, for example, gives a method to calculate it, but not a recommended number.

ETA PDQ so we can build this plan and run at 12:00. Commitment for the algorithm before 11 Pacific.

Discussion on load balancer being in the mix for the testing.

Ian Donaldson, Paul Servant, Steve Shulhan relocated from   s 15   to 333 Quebec.

Analysis Conference bridge ended 10:48

11:00 full conference bridge cancelled to allow uninterrupted planning for the 12:00-14:00 test window.

<mark>12:00 – 1400 TEST WINDOW</mark>

28.01) Testing Window start (12:00)

12:04 – started, infrastructure sound. Changing Agent to point to   s 15   HPAS needed to verify changes are good

12:06 – HPAS required but not on conference bridge

12:11 – 270 users

12:14 - 615 users (sessions)

12:15 – 1000 users, starting to see slowness.

12:20 – 1400 users

12:20 - 1500 users (sessions)

12:22 - 1893 Sessions

12:24 – System still seems to be working, still ramping up on test

12:24 - 2100 sessions

12:26 - Confirmed symptoms. Ending test. Shutting down   s 15   turning up   s 15   Users will be impacted.

12:28 - Executing 1B of the flow Chart. CLP not being hit, confirmed. Monitoring database – good.

12:31 – verifying manual login to   s 15   before hitting with tool

12:32 -   s 15   is down,   s 15   is up. Verifying load balanced URL.

12:32 - Current count of Idle sessions 2200.

12:33 – begin second test

12:36 - ramping up 300 additional sessions

12:36 – If we get symptoms we'll change Cache settings on   s 15   If not, we will continue to ramp up.

12:40 – 600 additional sessions, checking user performance. User performance is good

12:45 – 1400 active user sessions, seeing user impact

12:48 – test shut down. Having to bounce the components. Putting in caching changes. Tested db Auth, reported 'blazing fast'.

12:50 – next test will be with   s 15   and with Cache changes.

12:54 – changes made to webserver.

12:59 – begin third test

12:59 – components have been bounced, webserver has been changes.

13:01 – logging on webserver is cutting out

13:02 – doing a manual test to make sure it is up then initiating auto test.

13:02 – automated test is starting.

13:04 – 269 sessions, no user impact

13:05 – looking to get admin access to make changes to remote test agents

13:08 - current plan is to execute 2 more tests. One to test ATS direct to ⬚ s 15 ⬚ and then back to ⬚ s 15 ⬚

13.08 - Ian Donaldson working on need for ISM assistance.

13:08 - Reporting that users are working fine.

13:09 – 800 Sessions

13:10 – Web Agent is still looking good

13:11 - 1000 Sessions – there has been a problem.

13:11 – shutting down the test – there's been an 'idiosyncrasy' . users being impacted because component recycled itself

13:11 – shutting off test

13:11 – bouncing components

13:13 – start 4th test

13:14 – app server failed – all 4 servers

13:16 – starting 5th test after servers bounced

13:17 – ISM not responding on conference bridge.

13:20 – test ramping up

13:29 – test only hit 30 – did not proceed.

13:23 – start 5th test

13:23 – still on   s 15   through load balancer

13:25 – 130 Sessions

13:28 – 450 sessions

13:29 – 574 Sessions

13:30 - 740 Sessions

13:31 – Philip Duffy no longer on call.

13:35 – 1389 sessions, reports of user impacts

13:36 – paged Philip Duffy to respond to RMG conference Bridge

13:37 – 1703 Sessions

13:38 – Philip Duffy/ Darryl rejoined ICM

13:39 – 1955 sessions

14:40 - test stopped. Pushing load balancer back to   s 15   Setting up ATS directly to   s 15
Bouncing components. Getting admin to Remote agents.

        Will point them at   s 15   directly, however reverting cache setting. Planning to test from ATS
direct to   s 15

14:46 - production server is back on line, users can log into   s 15

14:48 – Components cycled,   s 15   was removed from load balancer,   s 15   was added. Cache
setting reverted on   s 15

14:53 – window to test on   s 15   ONLY has been approved to extend 30 minutes. Users notified. This
may impact back-end components.

14:54 – Abandoned final test against   s 15

13:55 – Laurie Barker confirmed extension approved. Yvonne has confirmed with after hours in CFD and SDSI.

13:59 – 6th Test started

13:59 – 250 sessions

14:02 – 476 Sessions

14:05 – DECISION to shut test off. Test script is not the same. Shutting down all tests

Conference Bridge full participation rescheduled to commence at 14:30

1-877-353-9184

s 15

14:00 Conference Bridge rescheduled to 14:30

Conference Bridge Attendees: CA: Jon Taft, Mark Loan

CA: Jon Taft, Mark Logan, Bill Miller

Microsoft: Ed Capko

Deloitte: Prarie , Sheila

Siebel: Dennis O., David Terry, Grant Marshalls,

HPAS: David Patterson, Ed Sills, Steve Mitchell

ICM: Rekesh Uppala, Laurie Barker, Yvonne Muraro., Cathleen Asher, Keith Parkin

ISM: Philip Duffy, Natalie Branch

s 15   Gary Perkins, Ian Bailey, Sue Goldsmith, Niki Sedmak, Ian Donaldson, Paul Servant, Steve Shulhan, David Witzer, Colin Kopp

Gary gave a test summary: intended OATS directly against   s 15   Unable to proceed because we did not have admin to Box

OATS through LB   s 15   Replicate at 1700

Test through LB only with   s 15   Replicate 1500

Through LB to   s 15   with Cache setting changes. Invalid test first time, second time test tool failed. Third time able to replicate symptoms at 1389 sessions

Directly from   s 15   so we were only able to do modest test.

Unable to test   s 15   Directly through the Agents.

Able to replicate on   s 15   Cache sympt

Next steps analysis of log files we generated. Lots of data generated. We also want to restart the activity for differences between PROD and DR environment. Keith to lead. Webserver to downstream. Needed ASAP.

We'd like to change the order of the meeting at 10, at 11.

Currently we are not making any changes only manual sync of data.

Recorded specific

We just checked with users, performance as expected. Activity tomorrow may be extended. SDSI has stretched the day starting earlier, leaving later to help with log on. There is control available to throttle users on SDSI side, but not CFD.

We should be ok if we don't exceed user levels of Thursday and Friday.

Next steps for analysis. An open discussion reviewed each of the teams and vendors

CA – Paul will ensure

Microsoft - logs updloaded, to communicate out to CA and Oracle.

Steve Mitchell – No log review, Microsoft

Deloitte – Prarie is there a need to review the logs, we do it in the back ground

Seible – review the logs

Colin Kopp – N   s.15   running. Netmon will be something Colin can look at it.

Call ended after confirming expectations and availability of data.

Next call is scheduled for 08:00 Monday May 12.

An analysis discussion will commence at 10:00 on the bridge with a follow-up with others as a general discussion at 11:00.

ICM STATUS POINTS Group Conversation
- 2014-05-11 - 14 15(capture - Test Window

May 12, 2014

Attendees: Steve Shulhan; Lynda Hoesl, Cheryl Strzelecki, Ian Donaldson, Jocelyn Schaefer, David Witzer, Steve Mitchell, Dan Deane, Denny Prvu, Mark Logan, Laurie Barker, Cindy Beaton, Dennis Murch, Prairie Blake, Heather McLeod, Kevin Armstrong, Steve Wilson, Gary Perkins, Cam Inkster, Colin Kopp, Andy Stevens, Narcius Micsoniu; Brian Severinsen; Ian Bailey; Ian Donaldson

07:30 164 internal sessions logged on   20 external sessions

08:00 Gary Perkins gave an update summary on the testing and activities on Sunday May 11, 2014

- Tested against production environment
- Saturday tested against   s 15
- Sunday tested against   s 15
- Were able to replicate the issue on both   s 15   and   s 15
- Sunday CA recommended Cache changes, significant logs to be analyzed, One issue was noted with the permissions on a desktops that hindered one of the tests desired.

Laurie reiterated that individuals within the team are empowered to make decisions, but all the right resources must be available to enact the decision.

The goal of today (Monday) is to stabilize at 1800 sessions similar to Thursday and Friday, and ICM will be communicating with user community. Discussed the ramp up strategy for the day and the maximum sessions to be 1800.

The intent is to allow 100 users at 08:30, 09:00, 10:00, 11:00 to spread out load depending on impact. This will be monitored very closely.

Followed up on s 15 questions related to SFP. Stuart Gilbertson joined the line to address questions. Stuart Gilbertson reported the issues were confined to older legacy machines, and have not had any issues with newer machines.

Colin Kopp requested netmon logs to be posted to the sharepoint site. Gary Perkins to follow up.

Denny Prvu of CA and Steve Shulhan had a brief discussion regarding the logs and Denny will send Steve a copy of the update in the ticket.

Requested verification that access to all required logs.

09:54 Wency Lum reported 4 out of 6 offices in the Frazer district were reporting slow response. Network services will follow up as soon as Wency provides the IP addresses. Network services have reported a network problem in   s 15

10:00 Vendor sharing and analysis update.

Laurie Barker requested the Vendors forward the names of the Executive lead and Technical Lead to Laurie.Barker@gov.bc.ca

Microsoft – 16 hours of analysis of traces and found the ETL trace valuable. Looked at 1 minute of log and observed call stack waiting 53 seconds . Appeared Siebel DLL waiting for network stack.

- Observed in the system event log on   s 15   a hardware fault. HPAS to follow up. And report if they can confirm, if so why has this not been reported. Also verify whether   s 15   has experienced similar issues. At this time it is believed to be confined to   s 15   and as such does not appear to be contributing significantly to the performance isses.
- ISAPI – Observed antivirus blocking s 15 agent for 1 second   - HPAS to review to ensure s 15 has the desired exclusions.
- Ensure that the latest network driver has been installed as several low priority interrupts were observed. Common is 5% and logs show 30%.
- Other less important observations were made that will be included in a written report which will include a summary, list of action items and a detail on trouble shooting.
- 32 bit processes running on 64 bit processes, this does not appear to be a limiting factor.
- Threads appear to be waiting for Network stack All of Out
- Microsoft Requested running netstat under load to determine if running out of ports.

Oracle reported observing 16 worker processes, they recommend 1 worker process. They observe the network being saturated with worker processes. Recommend the 1 server be split to 4 VM. Siebel does not recommend the current architecture as set up for ICM.

Oracle to supply symbol files to Microsoft to enable more analysis.

- CA reported currently reviewing logs, and have not finished analysis.

- CA analysis has been completed on the ⟨s 15⟩ side but a holistic view is required. ⟨s 15⟩ has not changed and is performing authentication as expected. All of the information gathered suggests ⟨s 15⟩ is performing at a high level.
- There is an unexplained occurrence of a sudden change in the agent that may suggest contention issue writing in cache.
- Microsoft to review

Lawrie Barker emphasized the requirement to have the logs analyzed and a support person on site ASAP. CA reported a support person will be on site tomorrow.

Paul servant reported that there was confusion around time stamp which has been cleared up.

A list of direct contact names and numbers for each vendor is required to be sent to Jocelyn.Schaefer@gov.bc.c.a and Wency.Lum@gov.bc.ca

FW PLS ACTION
Names and contact in

Gary Perkins will work on Technical plan

A Comparison of the Production system to the ⟨s.15⟩ system will be led by Keith Parkin

Each report of performance issues will be reviewed to determine if related to this performance issue or if related to an isolated network issue.

Wency Lum will forward a list of contacts to Jocelyn Schaefer and have posted on the sharepoint site.

A joint review of the changes implemented between April 15 – May 1, 2014will be held at 13:00 . Ian Donaldson, Ian Bailey, Paul Servant, Brian Severinsen, Steve Shulhan will attend at 333 Quebec site.

A list of workstation changes has been forwarded and posted on the sharepoint site for review.

Steve Mitchell to verify if a netmon trace was taken yesterday and have posted on the sharepoint site. Update. Too big for sharepoint will be loaded on a share for Colin to view and analyse.

13:00 review

ICM Changes
(1).docx

ICM changes flagged for review

No network, hosting changes flagged

Ian Armstrong queried whether any of the Heatbleed activity has been reviewed. Will take under consideration.

Gary Perkins reported that a test window is being considered for this evening to gather more anaylys identified in the analysis completed after yesterday's testing.

A meeting will be scheduled between 15:00 – 17:00 with vendors to discuss next steps and ensure all required information is available.

The   s 15   read only DR will be sync'd with production this evening beginning at 19:30.

Sue Goldsmith, Brian Severinsen and Audra Gordon will prepare an update to the Service Bulletin.

The next meeting is scheduled for 15:00 today

Agenda   Service leads be prepared to give a status summary specifically:

Production - DR comparison Keith

Analysis of captures Vendors

Review of flagged change noted in review Ian Donaldson

Technical Plan Gary

Stabilizing Prairie

New Incidents Prairie and Gary

Communications Audra

May 12, 2014 15:00 check in.

> Attendees: Wency Lum, Steve Mitchell, Mark Logan, Gary Perkins, Ian Bailey, Ian Donaldsn, Heather Mcleod, Steve DShulhan, Dave Rose, Shirely Mitrou, Prairie Blake, Jocelyn Schaefer, Ian Armstrong, Brian Severinsen, Colin Kopp, Dennis Murch, Cheryl Strzelecki, Audra Gordon, Bruce Pfeifer, (others at 333 Quebec st names not captured)

> > Wency confirmed Objective of the Day: Review results, identify options for change window, recommend whether to present to executive decision for go/no go
> > Confirmed secretariat – Jocelyn Schaeffer to collection who will do what by when

- Confirmed Work Stream Leads –
     i. PR/DR Comparison – Keith Parkin
     ii. Change Analysis – Ian Donaldson
     iii. Analysis of Captures – Gary Perkins
     iv. Technical Plan – Gary Perkins and Kevin Armstrong
     v. Production Stabilization/Monitoring – Prarie Blake
     vi. New Incidents – Gary Perkins/Prarie Blake
2. Confirmed Vendor participants - present – each person state Present on the line or not
     i. Computer Associates - Andrew Stevens and Mark Logan
     ii. Microsoft – Ed Capco
     iii. Oracle
     iv. HPAS – Dave Patterson
     v. Deloitte – Prairie Blake and Kevin Armstrong
     vi. ISM – Ian Donaldson and Sue Goldsmith will be responsible for communicating any actions required
     vii. Symantec – will be on call if required
3. Status Report on Production
   - Stabilization/Monitoring) – Prarie   a recent problem had been reported but investigation determined was not related to this issue.
        i. User Count has been posted on the share point site   1670 internal session, 483 external
        ii. Application Health Status - good
4. New Incidents – Gary Perkins/Prarie Blake
        i. Any new incidents? a recent problem had been reported but investigation determined was not related to this issue.
5. Status Report on Key Findings and Recommendations
   - PR/DR Comparison Report Out – Keith Parkin reported a few differences have been noted, the full report will be listed on the share point site. Noted that the version of s 15 is slightly different in   s 15   than the servers in   s 15   Not a full version just release difference.
   - Noted Tier 2 is calling in one server (prod) an   s.15   is calling 2 different servers. (this needs to be tested at some point but not to be included into tonight's activities.)
        - HPAS (Steve Mitchell) to Compare the s 15 exclusions file based in   s 15   on application servers
        - ICM to send list of servers to HPAS
   -
   - Change Analysis – Ian Donaldson
        i. ICM team is looking at 4 items identified and expects results by tomorrow at 15:00. (the analysis required is high, systems will be verified as to the changes implemented as expected.
        ii. HPAS is reviewing change logs to ensure all changes have been reviewed for possible impact on this issue and will report back by 15:00 tomorrow.

      iii. Ian Donaldson will connect with Bruce Pfeifer

      iv. Ian Donaldson reported s 15 and s.15 ere patched for Heartbleed but are not part of the configuration having issues.

      v. HPAS has ruled out Heartbleed patches as a contributing factor.

- Analysis of Captures – Gary Perkins

      i. Analysis is moving ahead to be reviewed tomorrow, a few of the findings have been fed into the technical plan.

      ii. Setup for tonight's proposed test for monitoring and logging.

- Technical Plan – Gary Perkins and Kevin Armstrong

      i. Will be requesting a change window for this evening, discussed options of when to test and when to manual sync the read only DR. the window would be between 19:30 and 00:30 and would include the manual sync if required.

      ii. Particpants in the Saturday and Sunday tests will be required to participate in this evenings tests.

      iii. 5 different test conditions have been identified to help identify where the issue is. Test to include

          1. Direct connect to s 15

          2. Disable s 15 on web and backend application servers

          3. Direct to s 15

          4. To s 15 DR

      iv. The load will be driven up in not successful on s 15 then will go through load balancer to s 15 If not successful the load balancer to s 15

      v. Determine the impact to client during the test and prepare appropriate communication to clients.

      vi. Discussed recommendation to not sync DR.

      vii. Discussed technical risk is low.

      viii. Discussed business risk

      ix. Risk to disable s 15 is low, Discussed option to leave s 15 off if improvement are notified. (only one of the 4 servers have s 15 as these are backend servers)

      x. Dave Patterson to review s 15 logs to see if virus has ever been detected on the backend servers.

      xi. Decision to update and sync the read only DR site.

      xii. Recommended to test first then sync read only DR,

      xiii. tonight's test is to Load Balancers, s 15 16 versus 32 bit and to determine if the s 15 DR site is a viable testing environment.

      xiv. To prove out items as root

      xv. Verified vendors are on board and available.

      xvi. Identified risk of REUI not available for monitoring

      xvii. Do not have LDAP set up to enable alternate authentication.

      xviii. Identified requirement to follow up on requirements to get set up.

      xix. Tentative plan, 22:30 – 00:30 read only DR sync

xx. Communicate that 19:30 – 22:30 production may be unstable and to use read only site.

xxi. Discussed plan to include cycle of components

- Business cycle reviewed for potential impact of tonights testing
    i. Heading up to seniors supplement, do not anticipate any impact.
    ii. Bill reported one job will execute tonight between 19:00 – 19:15
- Resources required
    i. HPAS and ISM on the call
    ii. Steve Shulhan, Paul Servant, Gary Perkins, Deloitte
    iii. Prairie to send out invitation with conference number
    iv. Gary Perkins to send status update at test completion via email.
    v. Jocelyn Schaefer to set up meetings same as today
    vi. Gary Perkins to finish technical plan and brief Laurie and Ian
    vii. Laurie to take to executive
    viii. 17:30 meet to communicate decision

6. Decisions and Action Items

17:30 meeting

- Kevin Armstrong, Gary Perkins Wendy Lum briefed Laurie Barker and Ian Baily

Confirmed attendance of required resources:

- Paul Servant, Dave Patterson, Don Murphy, Darryl Challis (has responded via email), Gary Perkins, Prairie Blake
- The province escalation document is posted on the sharepoint
- Vendors are not required for tonight's testing, but required to be on stand by. Paul Servant reported that CA would participate in the conference call.
- Laurie Barker presented the plan and was approved to proceed.
- A communication to be sent out to end users informing of the potential of instability during the test.
- An action item to confirm with clients after test complete.
- The read only DR sync is scheduled for 22:30 – 00:30
- The digital test plan is being prepared
- Method of procedures (MOP) to track task attempts and when complete with status is required. Very good records of every step is imperative.
- Laurie Barker will be onsite until 22:00, Wency after that.
- Backend application servers will be bounced after testing completed.
- Gary Perkins will send out status report after test.
- Gary Perkins will post plan to the sharepoint site.
- Log files will not be loaded to sharepoint site tonight.

Action plan summary

Action	Assignee
HPAS (Steve Mitchell) to Compare the s 15 exclusions file based in s 15 on application servers	Steve Mitchell
ICM to send list of servers to HPAS	ICM
review s 15 logs to see if virus has ever been detected on the backend servers.	Dave Patterson
Monitor one job executes tonight between 19:00 – 19:15	Bill Lutynec
send out invitation with conference number	Prairie Blake
send status update at test completion via email.	Gary Perkins
set up meetings same as today	Jocelyn Schaefer
Prepare the digital test plan and post on sharepoint site	Gary Perkins

Decision to update and sync the read only DR site.

Decision to implement test tonight and red only DR sync

Parking lot items	
Noted Tier 2 is calling in one server (prod) and s.15 s calling 2 different servers. (this needs to be tested at some point but not to be included into tonight's activities.)	
Identify steps to enable REUI	

ICM STATUS POINTS
 - 2014-05-12.msg

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SWAT 2014 – 005 (RMG 2014 – 001) ICM Slow server response on s 15 **and** s 15 **Meetings May 2014 Notes**

Problem Description: ICM reported that since Tuesday April 29 they have had intermittent spike-like slow response on internal webservers s 15 and s 15 resulting in many 7- 7000 calls. This meeting superseded convened SWAT meeting # 3 for ICM RUEI issue.

Business Impact: Some staff report that response becomes so slow they are unable to do their job and also results in repeated attempts yielding multiple outputs thinking the input did not work.

Attendees:

Cam Paton; Bill Lutynec;   Wes Evernden;   Keith Parkin; Cindy Beaton; Dave Rose; Ed Sills; Steven Tse; Ramesh Dondapati; Rakesh Uppala; Quinn Daley; Cam Inkster; Greg Dalgliesh; Colin Kopp; Cori Douglas; Steve Shulhan; Paul Servant; Lynda Hoel; Dave Patterson; Dennis Murch; Ian Donaldson; Jeff Irwin; Edmund Chao; Steve Mitchell; Nancy Allen; Keith Craig; Cori Douglas; Dennis Murch; Ian Donaldson; Paul Servant; Jocelyn Schaefer; David Witzer; Steve Mitchell; Laurie Barker; Wency Lum; Dan Ehle; Sue Goldsmith

 Discussion:

ICM reviewed the history of the problem and the actions taken to date. Including the move from 32 bit to 64 bit and history of issues with REUI tool.

Monday users between web methods showing large spikes in network traffic affecting internal and external web servers. Until Monday only internal web servers were affected.

On Sunday ICM had switched from   s 15   s 15 to s 15 and   s 15

Monday at 11:00 the team agreed to have the port mirroring turned off.
11:30 HPAS to begin turning off port mirroring expected ETA 12:00 – 12:30.
12:10 HPAS informed the team of issues with the switches

Discussed exercise of application without s 15 were able to go without any issues but this was not a conclusive test as this doesnot exercise the application functionality the same.

HPAS reported that switches A38 and A37 were going up and down and were unstable. 17 servers impacted by these two switches some ICM and a few TRANS test and dev servers.

Siebel support were monitoring the conference call but were not actively investigating.

13:22 ICM reported performance intermittent.

13:29 HPAS reported that a port was disabled on a core device and it appeared to be able to reach some devices.
14:00 HPAS reported they have activated a standby switch but there is spanning tree issues. Appears to be similar to a broadcast storm as a result of shutting down the destination side before the source side.

14:03 HPAS reported that there is some VLAN cleanup required and is ongoing.

14:09 prepared a list of priority servers to be cabled and brought back.
Continued to work on restoring switch and preparing a hot standby.

14:40 decided to go with the recabling option with minimal configuration of 8 servers.
14:45 reconfigure servers to new config.
15:07 all servers recable and ready for ICM to update config files
15:13 ICM restarting app servers
15:17 – 15:33 addressed clustering cabling.
15:33 ICM restart services
15:42 ICM begin smoke testing
15:44 Paul requested log captures
15:52 ICM reports slow response
Configuration changes made, response time good.
15:59 ICM reported difficulty generating logs for tier 1 but able to send tier2 logs to Paul.
ICM reported access to external web server slow
16:24 HPAS confirmed staff available for the evening.
16:49 discussed the versions of   s 15   agent and IIS version. Paul reported that the combination of version of   s 15   and IIS on the ICM servers were not certified by   s 15   and was recommended to be upgraded for CA to review logs with a certified configuraiton.

Scheduled meeting for 20:00 , 22:30, 24:00

Discussed moving to original configuration incrementally (switch A37 the A38) and introduce all servers back into configuration. Will run stress test between each move.
Updated   s 15   and   s.15   to R12, then replaced   s 15   and   s 15   (This will enable logging for CA to analyze).

ICM worked through scripting issues which delayed the process.

Moved servers back to A37 and A38 switches but left cabling to A51 and A52 to enable quick and easy switch back to the reduced configuration. (failback without having to recable)

Reported that performance was reasonable, and port mirroring was turned off.

May 6, 08:00

    s 15   team reported that CA were aware of our situation and have extra staff available to assist when requested.
Service appeared to be functioning with 1000 users

Approx 08:30 performance issues appearing.
HPAS confirmed that servers and switches were configured with full duplex.
08:53 decision to switch to   s 15   and   s.15
09:52 decision to move to switch A51 and A52 and minimal configuration. (this will eliminate the switches)

10:00 ICM initiating rolling reboots

ICM completed directed tests and sent logs to _s 15_ support for analysis

10:13 HPAS captured netmo _s.15_ logs for analysis.

10:30 Ian Donaldson requested application startup and Siebel logs be reviewed for issues after the servers have been rebooted.

10:40 Paul preparing logs to be sent to CA for analysis

10:49 ICM reported they will be enabling their BCP site as read only to be made available to end users.

11:30 requested status update on application startup and Siebel logs.

11:35 moved to _s 15_ and left _s 15_ down complete.

11:55 ICM reported beginning work on enabling their BCP site as read only to be made available to end users. Requested HPAS break the replication and set up storage to enable end users access. ICM sent specifics to HPAS to action.

12:10 DNS support noted possible configuration error, server _s.15_ equesting ICM.BA.CA found when reviewing _s.15_ logs.

12:15 ICM added ICM.BA.CA as fully qualified name, this did not resolve the issue and investigation found the errors have been in place since March 07 at minimum.

12:23 HPAS reported replication broken and san mounted as requested.

12:46 ICM reported issues with read only environment SAN drives. HPAS investigating

12:55 HPAS investigating cluster issues

13:09 ICM reported performance issues with spikes in activity

13:10 Decision to move to A51 and A52 switches with limited number of servers (The configuration of 00 May 5 at 16:00).

 13:20 ICM ready to move to limited configuration

13:25 ICM reports good experience on the external web servers but may be related to reduced load.

13:30 servers on a51 and a52 switches. ICM begins services restart and new configuration changes.

13:45 Ian Donaldson requested Colin Kopp review logs for misspelled entries for _s 15_ and _s 15_

13:54 ICM reported their review of application start and Siebel logs do not show any anomalies, the logs will be made available for HPAS to review.

14:05 storage issues with DRP environment addressed, ICM verifying

14:18 Read only environment (DRP) now available. ICM is performing tests, then will send out a communication to business users.

14:24 Production service is available, the DB and application is fast but _s 15_ is slow.

(this has eliminated the A37 and A38 switches and redundancy on the load balancers as the cause of the problem).

Requested an ETA on response from CA on log analysis

14:28 ICM reported worse performance on the limited environment in production.

ICM working on plan to add servers back into configuration and to point half of the servers to the _s 15_ policy servers.

14:54 ICM reports _s 15_ pointing to _s 15_ Policy server

 _s 15_ pointing to _s 15_ Policy server.

 _s 15_ support confirmed transaction are completing but are delayed in agent. Logs and analysis were collected and sent to CA for analysis and discussion.

15:00 ICM reported limited users have experienced slow response on the read only (DRP site), ICM investigating

ICM pointed half of the services to _s 15_ policy server, response is fast, but has a smaller load.

15:28 ICM reported read only site (DRP) is available again and sending out a communication to business users.

13:34 ICM communicated strategy to limit access to read only site, external URL and to add groups to ₛ 15 ICM will forward the list fo groups to be added to the ₛ 15 team.

15:37 Application startup and Siebel logs sent to HPAS for review.

15:39 logs sent to CA with detailed information

15:51 status update ₛ 15 pointing to ₛ 15 is working well with 450 users
 ₛ 15 pointing to ₛ 15 is slow with 1650 users

Read Only pointing to ₛ 15 working well with 3 users

16:00 ICM communicated going forward strategy to clear load balancer tables at 20:00 May 6, 2014. No network switch changes required at this time. ₛ 15 support will add business impact to ticket with CA to emphasize the critical nature of this problem.
 ₛ 15 support will touch base with Ian Donaldson at 20:30 and send email to Cindy Beaton

Next meeting at 08:00 May 7, 2014

Summary of
Activities and Next St

ICM STATUS POINTS
- 2014-05-06 - 1640.

ICM STATUS POINTS
- 2014-05-06 - 1510.

ICM STATUS POINTS
- 2014-05-06 - 1345.

RE ICM going to BCP
want an update of ac

FW actions to date
requested by laurie B

May 7, 2014

RE RMG 2014 - 001
(SWAT 2014 - 005) IC

08:00 ICM reported load balancer tables were cleared and clients logging on are being evenly distributed. New groups set up and will be updated as requested.

 ₛ 15 support reported results of CA discussion and analysis. Analysis indicates there is a blocking/slow down within the web agent. A IIS dump may be required for Microsoft to analyse and dialogue with CA. ICM to set up. Paul has sent the instructions. Microsoft account manager has been engaged and is aware. When required a CASE should be opened and the account manager will expedite.

08:13 ICM reports ₛ 15 region reporting issues of getting kicked out of session. 900 users logged on distributed evenly across both ₛ 15 and ₛ 15

ICM to set debug trace to be ready if issue reappears.

Read only (DRP) site online and available to have users added to the groups if required.

08:21 ICM initiated discussion of using a different authentication method (Active Directory) – questioned if an exemption form the OCIO is required. Steve Shulhan will follow up and report back to Kevin Armstrong.

08:24 ICM reports Abbotsford is reporting down. Requested more details.

08:26 ICM reported Users experiencing issues attached to   s 15   but do not believe these are related to our problem. No problem reported for users going through   s 15

08:27 ICM is investigating. 1350 users logged on spread evenly between   s 15   and   s 15

   s 15   support will look at logs in   s 15   and turn on trace in   s 15   for comparison

08:36 1900 users spread across both   s 15   and   s 15

08:38 ICM is sending a trace to   s 15   support to review and send to CA

08:48 ICM reported issues that may be related to ICM.GOV.BC.CA with stickiness between   s 15   and   s 15   ICM will take   s 15   offline and have all users go through   s 15   policy server.for both internal and external web servers.

09:08 1700 users logged on through   s 15   performance is normal. ICM reported some local browser issues. Brief discussion on moving   s 15   to point to   s 15   as well. Decision to leave offline and revisit at noon.

09:28 1800 session online through   s 15   performance is normal.

09:45 2700 session online through   s 15   performance is normal.

09:49 ICM reported users in   s 15   were kicked out of the system, logged back in but issues with opening attachment (donut). Some users in their office just got logged off and received server busy message.

ICM reports   s 15   CPU and memory are low and does not appear to be an issue.

10:00 3010 session online through   s 15   performance is normal. But at 09:45 users will kicked out of the system as well as in the office.   s 15   sers logged back in and had issues with opening attachments. Will determine if this is ongoing.

Also reported some users experienced browser problems (toolbars coming and going), addressed with clearing cache and deleting cookies on the workstation. ICM preparing a communication for their business users.

ICM reported files uploaded for Paul, requested a update form Paul

10:15 3215 session online through   s 15   performance is normal. ICM reported that their duty stewart keep getting kicked out of the network from time to time. This is hindering their ability to work. At 333 Quebec 2nd floor, VICRM047 VLAN 5. Colin Kopp is reviewing with netops.

 10:28   s 15   support requested copy of logs from   s 15   and   s 15

10:30 3215 session online through   s 15   performance is normal, but some anomalies that appear to be related to Siebel, may be related to the number of configuration changes made to the servers in the last couple of days. ICM discussing. Will get back to us.

10:43 ICM Requesting restart all Siebel servers will let us know, when approved and communicated that an outage will occur. Will also bring   s 15   back up pointing to   s 15

Internal discussion on setting up another ACO to enable the splitting of traffic between two policy servers in   s 15   if required.

11:00 status update, 3670 sessions logged on through   s 15   ICM preparing communication to restart servers. Plans in place. ETA 11:15 estimating one hour outage. ICM will contact business users when complete.   s 15   will be reintroduced into the configuration pointing to   s 15

77000 option 1 has been made aware of the anomalies and instructed any callers from ICM to clear cache and delete cookies.

11:10 ICM reported users in   s 15   now able to access attachments

11:14 ICM reported seeing some French words in tool bars.

Investigating.

Internal discussion on results from CA. Discussed options. Discussed requesting ICM to provide a test environment to reproduce the problem to enable further diagnostics. We will not make any changes to   s 15   policy servers.

11:23 ICM restarting servers.

11:27 ICM requested Bruce Pfeifer join the conference as they have questions on a patch for IE, did that change any of the underline settings. The default setting appears to have compatibility mode turned on which has some ramifications to the ICM users. Bruce will investigate.

11:50 status update ICM reported servers on way back up, ETA 12:22, no issues to report.

RE ICM STATUS
POINTS - 2014-05-07

12:00 ICM requested a status update from s 15 support group. s 15 reported CA confirmed delays as noted by s 15 support. CA would like t confirm caching and to get a IIS dump. This would require reproducing the problem. No appetite to reintroduce the problem at this time.

Discussed possible redesign of testing harness at ICM to simulate load to in lesser environment. s 15 support is available assist. ICM will take this away.

12:13 Bruce Pfeifer responded to ICM questions regarding IE patch applied the previous week.

Compatibility
viewmode.msg

12:15 ICM reported servers now up sending communications to clients to start up.

12:30 requested status update from ICM. ICM reported servers back up , accepting connections, do not see any issues, session count 350, low, as it is lunch time.

12:33 Keith Parkin responded to Bruce's note regarding compatibility mode on the workstations

RE Compatibility
viewmode.msg

12:35 disapproved security patches scheduled for May 10 and 11 to ICM servers. Asked to have postponed one week.

12:37 ICM confirmed servers up, communications gone out to all clients including instructions on clearing cache and deleting cookies

12:45 status report, sessions logged on 650, so far no issues reported.

13:00 1110 sessions logged on, no issues reported. Load being balanced across s 15 and s 15 equally.

ICM STATUS POINTS
- 2014-05-07 - 1300.

Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility
viewmode.msg

13:10 Paul gave internal update from CA. CA believe this may happen again, the problem may be related to a caching size issue. The suggestion is that the cache is abnormally large , but the size is based on previous consultation with CA. CA believes the problem may be related to caching algorithim bogging down. CA would like an IIS dump. This will not be available unless the problem reappears. CA will review an IIS dump if forwarded to them but would like ICM to upgrade agent. Paul to discuss upgrading to R6 with ICM.

13:15 1620 sessions logged on. Some performance issues reported in regions, doesnot appear to be same as original problem. ICM gathering more information. Noting a time delay getting to web servers. Requesting HPAS assistance in troubleshooting within their network.

ICM questions alternatives if policy server in   s 15   failed or experienced issues. A policy server is available in   s.15   that could be used.   s 15   support will verify   s.15   policy server is update to date and tested for functionality.

ICM reported seeing issues appear where it appears network is not distributed evening between the two web servers.

Requested HPAS to return back to the bridge.

Also requested latest logs from   s 15   and   s 15   as well as an IIS dump. Problems started around 13:05 – 13:08 when people started to logon.

Discussed turning off   s 15

Internal discussion, PI information may be included in the IIS dump, must followup on protocol with executive before forwarding to CA.

13:49 ICM discussing whether to shutdown   s 15   then possibly rebooting   s 15

13:59 ICM opened bridge to include TS in brain storming, with discussion as to impact and users impacted. Discussed moving an application server to   s 15   and taking   s 15   down.

14:18 pulling out   s 15   and   s.15   no restarts of servers and services.

ICM STATUS POINTS
- 2014-05-07 - 1420.

14:25 Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility   RE Compatibility
 viewmode.msg   viewmode.msg

14: 30 removed   s 15   and   s.15   appears to be better, service acceptable not as fast, but application responding. Not being load balanced but going through the load balancer.

14:40 Gary Perkins has joined the group.

14:50 ICM requested   s 15   support contact them to answer questions.

15:00 requested a status update.

15:10 case opened with Microsoft raised as a sev A case, an engineer will be available within an hour. Discussion on getting vendor rep on site. ICM requested SSBC rep on site. Gary to lead the coordination.

Sue Goldsmith is handling the IIS dump including PI, and has passed on to Laurie Barker and Wency Lum.

15:17 ICM discussing moving servers out that were added after 11:00 today. With   s 15   and   s 15   will be in the configuration. Approx. 15 minute – 30 minute change. Nelson has a priority 1 ticket opened on it last week does not create performance issues but does create application issues.   Will require a recycle of the service. Make a lb config change, call users off, access for read only for after hours. Limited use to read only site at this time. The service should be available in 30 minutes. Want clients to a log on when the service is restored. ETA to start 15: 38. Services on   s 15   will be restarted. No change required to   s 15   at this time.

15:32 Microsoft engineer joined the team.

15:40 Greg Dalgliesh is compiling a list of open tickets with vendors and the associated executive.

ICM STATUS POINTS
- 2014-05-07 - 1530.ı

15: 45 Microsoft is initiating a bridge with ICM to be brought up to speed in IIS configuration if needed for problem resolution.

16:08 requested how much memory on   s 15   and   s 15

16:12 requested a status update, Servers on their way down, ETA 30 minutes.

16:13 requested swap activity between   s 15   and   s 15   less than 2%and antivirus levels on

  s 15   s 15 version 12.1 ,   s 15   unknown

16:45 third party gateway to mainframe was down, backup at 16:49

16:50 ICM reports services back up, 123 sessions logged on normal performance, note to ask business users to log on is being sent.

17:00 ICM will not make any changes tonight but will brainstorm next steps. ICM is expecting Gary Perkins to be at the ICM site tomorrow morning.

Ian Donaldson will be the contact for ICM tonight

17:20 Microsoft engineers joined conference call.
Change freeze initiated by executive
All desktop changes cancelled for tonight
HPAS will send list of changes for Ian Donaldson
17:26 Microsoft engineer will be on site tomorrow.

ICM STATUS POINTS
- 2014-05-07 - 1715.

17:49 Summary of Microsoft discussion

FW
REG11405071142288

17:59 requested approval to send IIS dump prepared for CA to Microsoft for their analysis. Mike Foltinek to verify with Gary Perkins. Not required.

ICM will send logs requested by Microsoft. ICM to send the hang dumps. ICM will review first to determine if any PI included. Gary Perkins will be the Approval point for forwarding to Microsoft. Discussion on whether to reset the severity of the Microsoft ticket.

Decision to keep Microsoft ticket as a SEV A.

18:20   s 15   support confirmed IIS logs sent to CA with the appropriate verbage.

Requested two new servers one in   s 15   and   s 15   to be available if required to be set up additional policy server if required.
Requested HPAS to accommodate to staff to attend site to get briefed on network topology,

    s 15   support reported on discussion with CA. Delays in Cache management are being explored. Outstanding question with HPAS is the stickiness happening in the load balancer. Paul has requested CA to prepare a diagnostic tool to get the required debug extracts. CA should have an answer on that request May 8 midmorning.

ICM STATUS POINTS
- 2014-05-07 - 1900.

Group to reconvene tomorrow morning at 08:00.

May 8, 2014

Update from Microsoft analysis

Fwd
REG11405071142286

Fwd
REG11405071142288

08:00 added one more application server than yesterday mornings configuration.

Change freeze in place.

Plan this morning if stable, if root cause known, stable but no root cause known and if not stable.

List of network issues since April 27,2014, Brian to supplement

Daily summary from HPAS, Dave Patterson

List of   s 15   changes to policy servers since April 26, Paul

ICM will share all application changes.

To share with vendors.

No changes, SMEs on the system

ICM notified of any emergency changes by SSBC

Summary of analysis from CA, Microsoft,   s 15   support. Paul Servant will send off

Installation of servers- 2 servers one in each allocated in   s 15   and   s 15   in progress of cabling
      s 15   , ETA one business day,   s 15   one business day. HP to email Paul when ready.   s 15

Ready by weekend,   s 15   Monday

Paul reported problem component lies within the   s 15   web agent. Delays, working with CA. Tier1
agent. Behaves differently with web servers one server than 2 servers.

08:30 1300 users

CA and Colin Kopp reported previous traces shoed what appeared to be network bursts. Appears to be
wild reset in blocks.

Steve Mitchell to verify which traces were taken – netmon packet captures were taken. Before   s 15
was taken at 13:20 and again after   s 15   was taken out.

Garrry Perkins requested HP be monitoring realtime the switches, s 15 load balancers between 08:00 –
08:30 and capturing traces.

Wes reported detailed traces were completed on Friday.

08:37 1500 users

John Moody of HP reports load balancer does not show any issues

ICM is monitoring the web servers

ICM requested information on change made yesterday that impacted connectivity to mainframe.   Gary reported the change was related to a push to IPS. The IPS was in a volatile state and is now in bypass mode.

08:45 1700 users

Wes Evernden is watching the firewall and reports looks healthy, confirmed runnin on crossbeam hardware and checkpoint software.

The system is stable at this time with one policy server and 2 less application servers.???

So far problem with Tier 1   s 15   agents. No evidence of issues with Tier 2.

Web servers traffic has become busier in the last 4 minutes to   s 15

09:00 1927 users all internal good reports of performance. 450 external web server connections

09:03 starting to receive reports of slowdown (running queries specifically) Edmond was investigating application, this is Tier2. Before slow downs were in the navigation (has since been determined to be a known issue outside of the current scope of a long running transaction)

09:03 Gary Perkins requested information on Highest talkers. Wes following up.

09:10 ICM reported clients in Nelson reported network issues. Requested clients open incident ticket with specific details so Network Operations can investigate as they cannot see any issues.

09:15 HPAS reported load on Exadata is normal.

Database load is normal

09:18 ICM reported that a Microsoft representative on site at 333 Quebec and David is on the conference.

09:22 arrangements made to gather required information to enable traces from Workstations through to the servers. Wes Evernden to set up from the IP addresses identified.

09:25 2050 sessions logged on good performance

09:30 19 12 sessions logged on good performance

Wes Evernden reported on top talkers and initial analysis suggests consistent across. Gary Perkins reported that these end users would be contacted to determine what activities they were performing in the application.

09:41 Paul reported there is a web agent trace log tool available to aid in identifying slow transaction.

09:45 1625 sessions logged on good performance. ICM reported that a communication has been sent to their Deputy Ministers to ask users to not log on unless they have necessary work to perform.

09:51 Colin Kopp requested a current packet capture of approx. 5 min to look for any indication of 90 second delay noted in an earlier trace.

ICM reported that the Oracle Account manager (Julie Sanbeg) was on site at 333 Quebec

10:00 Internal discussion on CA request to lower the Authorization session in cache from 50,000 to 9000. Decsion not at this time but will keep in list of to dos when system stable and further trouble shooting.

Gary Perkins requested a common repository be established for logs and traces to be posted and made available to review and collaborate analysis. Dennis Murch set up a Sharepoint site. Sherry Griffiths will

RMG 2014 - 001 ICM
performance issues.n

be managing these requests and posting to the site.

RFCs for HPAS
Admins - May 8-9.msg

10:05 ICM has requested HPAS to provide a summary of changes and incidents

Fwd FINAL
CORRECTED logs (con

Network reports

10:10 1582 sessions logged on   No sessions kicked out,   no issues reported.

ICM requested another report on top talkers. Wes Evernden is preparing

10:13 Internal discussion: LTSA has reported some issues last evening at 07:00 and this morning that are being worked on in a separate stream. John Oliver, Brian Severinsen and Niki Sedmak are on that team.

10:17 team was informed of 3 new agents added to WAM site this morning. Steve followed up, these were istore orders. Requested clarification on day to day non RFC activities. Clarification all   s 15 and reverse proxy requests will require executive approval.

10:21 Team reiterated goal to restore stability to service.

10:32 ICM requested access logs from policy servers

10:33 1582 sessions logged on no issues reported. ICM reported that clients reports of kicked out of session has been a normal occurrence and is not in scope of the performance issues.

11:23 ICM Oracle Active Testing (OATS) does not correlate with what ₛ15 see. The testing harness is generally not in use in production.

Sherry Griffiths has been assigned to manage the log and trace requests and post on the sharepoint site.

CA discussed FOIPPA circumstances where logs may contain personal information. Gary Perkins will manage any FOIPPA concerns.

ICM has requested a number of subgroups be established to focus on specific areas.

The goal of the teams is to ensure that all tools are in place to cover all components for trouble shooting in the event problems recurand to figure out how to get to an optimal sustainable state.

Team A Microsoft centric – focus   on IIS

Team B OATS and CA centric focus

Members   ₛ15   (Paul, Steve) CA – Alvin Arvin, Julie, Jeff Spinny (onsite on Friday), Denny Prvue) HPAS (Ed Sills; Wes Evernden)

Team C discuss requirements for a LDAP solution bypassing   ₛ15

Members (Al Wilhelm, Greg Dalgliesh, Paul Servant, Chris Flight, Keith Craig, Bob Kerr)

Team D DR site updates

Members (Lee Johnston, Bruce Webster)

Team E Review Business Cycle.

11:45 status update 1516 sessions logged on no issues reported

12:03 Al Wilhelm joined the team. Audra Gordon is preparing a Service Bulletin.

12:30 Sherry Griffiths was added to team to manage the sharepoint site.

13:15 1536 internal sessions, 511 external sessions. No issues reported.

Break out teams reported back in

Team A – reviewing MS recommendations, reviewing configurations for 90 second parameter to correlate with the 90 second delays noted in logs. Nothing identified to date.

Discussion on update DR site, Requires a 5 hour outage to update database. ICM needs to determine frequency of updates required. HPAS resource are Lee Johnson and Bruce Webster. ICM needs to investigate the ramificaitons of having the DR site down.

Can after hours use production???

Discussed status of s 15 and s 15   Currently at R12, should this be changed to R6. Discussed advantages of moving back to R6, for testing and to be ready incase required if a failure of existing web servers. Decision to move to R6 before 17:00 today May 8, 2014u

Team B OATES working on getting past CLP issues. How, when and hardware required. Decision to use s 15   Policy server. Goal is to reproduce problem on Test environment.

SSBC will set up a test authentication server to exercise the testing harness and generate test case for ICM.   Paul suggests s 15 and s 15   Be used to test as the problem has occurred on these two servers. Decision to not test before 17:00 to reduce chance of impact to production. ICM SSBC to work with CA to develop a plan and solution.   ICM to discuss timing risks offline.

ICM to review trace and logs.

Build script to reproduce problem using   s.15   environment. Complete.

Team C – Active directory active working and smoke testing in progress. Team is building a list of exceptions and will regroup later in the afternoon. If required this would take one hour to set up in production. An alternate site will be set up for internal and IDIR users.

Team D – DR site decision to take offline from 01:00 – 06:00. Will bring up in read only up to date to 01:00. Need to determine frequency of updates required.

Team E – ICM Business team to look at all events, jobs, dependencies etc,

Laurie Barker requested a high level technical plan with a description of each team and the associated goal of the team. Demonstated progress, devlop governance around decision making. Gary Perkins will be included in ICM executive Meetings. An Issues management log needs to be initiated and a Risk matrix.

Discussed setting up a process to manage increased load when social workers begin to log on after field activities. Decision, if session count goes above 2000 staff at 333 Quebec will logoff.

Goal of RMG is to maintain stability up to end of tomorrow. No changes to be made to the production environment before this weekend. Then only one change.

Teams A, B, C to rejoin conference for a check in at 16:30

14:00 status update 1554 internal 427 external sessions logon

14:07 Tim Gagne will be added to team A

14:30 status update 1516 internal 411 external good response reported.

MCFD are majority of users logged on ar form MCFD rating of service is 9 out of 10. Access have not been limited in this ministry.

Regional Support Division (RSD) SDSI looks good but has limited number of users.

15:30 1430 internal and 340 external sessions logged on

15:45 1400 internal 326 external

RE SharePoint
site.msg

16:30 group check in.

Discussed threshold of users for Friday Decision to 1100 MSD 700 SDSI total users, stage 100 users at a time. Allow 100 clients at 08:00, 09:00, 10:00 Wency to communicate.

Discussion on returning   s 15   and   s 15   to R6. Decided not required at this time.

Vendors on site tomorrow Microsoft, Deloitte, CA, Oracle?

Team Outcomes:

Team A - 80% of baseline captured and sent to sharepoint. Wes to collect another log need to connect with Paul for discussion. The team has not identified a proactive alerting point. Microsoft recommends FREB and CA logon tracing on test environments be put on ASAP. No impact expect. HPAS (Wes and Ed Sills)confirm timing and approval. FREB should take 15 minutes CA logging agent 5 minute change and an outage to the service.

Team B - define metric of success for logons and navigation (higher priority). Cindy will provide to the team. All base lines should be established and logs required to trouble shooting by noon Friday. Planning scripts to be built. Working on a proof of concept.

Team C – set up in   s.15   environment. Tested small implications. Tested and good to go if required.   Consider to be added to production environment. Implications include pop ups asking for idir ids. This should disappear for most government users. This can run in conjunction with   s 15 and can be split within users.

ICM reported approval to update read only DR site tonight (manual process) and automate process for following updates. Production system will be up, on call and monitoring. HPAS resources are lined up to turn on replication if required.

Ian Donaldson reported HPAS on call tonight and this weekend. Ian will provide names and numbers of on call.

Ian Donaldson and Prairie Blake still contacts for this evening.

Decision

No change for tonight

Friday –

Production system - ramp of more users 100 at a time, 3 instances. monitor

Test system   s.15   run OATS agains   s.15   and production policy server.

For testing request changes to repurpose a web server apply SSL certificate and alternate logon to support test harness.

Discuss change for Sunday.

No action required for Team C

Team A ask for logs to prepare for issues.

Team B FREB, CA logs and test

Cindy to find out if clients are planning on working over the weekend.

Determine weekend coverage and expectaitons.

ICM STATUS POINTS
- 2014-05-08 - 1730.

May 9, 2014

Anil from CA has joined the team and is on site at   s 15
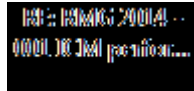
Prairie Blake reports all looks good

The resync with DR site was completed at 23:00 last evening

A web server was been turned up for test bypassing CLP , has now been turned down until requested. This will be turned up again today to enable testing.

ICM reported they are reviewing the option to enable active sync on the read only DR system. TBD

ICM reported working on a strategy to grant permissions to required users, at this time access is limited.

CA reported their analysis of the logs have identified thread waiting for 2321 IP 142.34.36.17. and have

some questions to be answered by ICM.

Status of the s 15 load balancer rules in progress of uploading to sharepoint site.

Status of the backup policy server was requested. Finished building, final verification before handing over to the s 15 group. s 15 server was to be transported this morning.

08:00 internal sessions logged on 557 external sessions 61 DR -1 (ICM)

Reminded group to ensure all logs are uploaded to Sharepoint site. Sherry Griffiths is focal point for any questions, etc.

Discussed the PI policy, Garry Perkins is the focal point for this. An email should be sent to all vendors instructing not to download these files.

Sue Goldsmith to follow up with the Strategic office to get generic NDA form to sign.

08:22 Internal 557 external 61 DRP 1

Internal discussion initiated by Ian Donaldson on single thread possible avenue to explore. Ian Donaldson has sent a note to ICM with a suggested direction to investigate single threading, and shared with the team an experience with Drive BC with the appearance of similarities.

Colin Kopp noted approx. 25% of single threads appear to be blocked.

08:36 internal session logged on 750 external 102 DR 1

ICM reported they will be adding 100 users at 09:00, again at 10:00, and at 11:00 from SDSI and will be giving greater access to the DR site to enable RMG team to make changes if required.

Discussed developing a strategy on changes to be made to production if we have user working on the weekend. Shirley Mitrou has reported SDSI has not booked any users over the weekend.

Gary Perkins is leading the establishment of a ICM technical plan for the weekend and will validate with executive.

08:45 Internal users logged on 845 external 156

David Witzer requested that each working group communicate the staffing strategy for their group over the weekend including an availability and contact points.

09:00 Internal users logged on 954   external 225   adding 100 users.

Gary Perkins reported that they expect the ramp up of sessions logged in will be slower than earlier in the week.   They expect to reach maximum users who will log on around 11:00.

ICM discussions on enabling permissions to allow all users on to their DR site. Laurie Barker is managing the access to the various systems. Nancy Allen will be responsible for the communications. Reports of issues accessing DR site last evening were as a result of users attempting to access the   URL site rather than   s 15   DR.

09:07 ICM reported they have responded to CA questions.

09:15 Internal users logged on 1101   external 260 no issues reported.

Shirley Mitrou reported that SDSI is not planning on asking workers to come in on the weekend but will be asking to start at 05:00 during the week.   OT will be limited to 4 staff who normally work on weekends.

HPAS requested that netmon be turned on for   s 15   Colin Kopp requested same for a couple of DB servers. The request was declined for today, but will be revisited for tomorrow.

ICM requested a confirmation that stickiness is turned on for ICM web servers. HPAS responded the timeout is turned on and set for idle 300 seconds.

09:30 ICM reported working on approach and plan for the weekend including a resource plan for staff, vendors and requesting the same form MTIC.

09:30 Internal users logged on 1200   external 294 no issues reported.

09:58 HPAS reported requiring a VLAN change to accommodate the new   s 15   server for ILO access. RFC 112921 port VLAN change for LOSIFIVE to be forwarded to executive for approval.

10:00 Internal users logged on 1323 external 327 no issues reported. Added another 100 users

10:04 Hot ticket tracker send out by CSC regarding slow internet response for global web applications. IM329845 new P2 ticket IM330357

10:31 Internal users logged on 1407   external 367 slow response, possibly attributed to internet slow response issue.

10:37, Network services reported bypass in place for IPS   internet traffic response has returned to normal.

Next group conference including breakout groups at 11:30.

10:48 MCFD has confirmed only regular after hours staff will be working this weekend.

11:00 Internal users logged on 1475   external 370 no issues reported. Requested a 100 users to be added as well as another 100 at 11:30. ICM is confirming that the business user is exercising the system as designed rather than holding back.

11:15 CSCHELP received a notification of emergency cycle of ITIMS at noon today. Requested a RFC and executive approval.

11:30 Internal users logged on 1550   external 366 no issues reported another 100 added plan to add another 75 users at 11:50

Teams Status reports:

Team A – consolidating logs and continuing analysis. A plan has been prepared to turn up monitoring tools in production in production.

Team B – Paul has supplied instructions to ICM to turn on new policy service in   s.15   Expect to be available for testing in approx. 1 hour. And begin OATS testing.

Team C – Proof of Concept complete. Single signon may be applied next week if required.

Team D – Read Only - DR site is up to date as od 11:00 last evening. File took approx. 1 -1.5 hours, DB approx. 4 hours. Expect the next DR refresh should take less time. The DB update will be manual. ICM will discuss details offline. Manual refresh planned for Friday, Saturday, Sunday, Monday 19:30 – 00:30. Expect will take less time on weekends.

Shirley gave report on weekend use as supplied to her by client Ministries. Nancy Allan reported there are 85 after hours users. The Ministry has asked ICM for confirmation to start approx. 700 users at 05:30 during the week. (YES)   Additional SDSI users to log on at 09:15 when given go ahead.

RMG will check in at 08:00

Team D - Deloitte is preparing a list of jobs (daily, weekly, monthly) and inserting business context to these jobs.

Nancy will reach out to clients regarding client business impacts. Nancy will report.

Team E – Restoration plan – guiding principal- maintain stability, improve redundancy, ramp up users.

A draft plan has been prepared, and been distributed to the group.

Discussed requirement to split traffic to get test if using two web servers.

Outstanding action items reviewed.

Request for LB rules posted on sharepoint.

Discussed requirement for activities and required resources for weekend. David Witzer has asked for a deliverable from each team. ICM and all vendors including phone numbers for each weekend day. Email list to Jocelyn Schaefer by 14:00. The ICM list and MTIC list will be consolidated and reviewed at 15:00.

Discussed preparing a plan if issues are experienced. Gary Perkins to prepare.

ICM reported business has requested an application change to remove faxing as an option. Decision No

Laurie is preparing a matrix of change and will clarify lower level application.

Colin Kopp has identified the ICM.GOV.BA.CA is found in the load balancer. HPAS has reported this is not an issue or contributor.

Anil Barazai (CA) reported logs analysis is pointing to threads being held for a period of time. This should be reviewed by team A. the report is posted on the Sharepoint site.

13:15 internal sessions 1822   321 external

13:38 1864 internal sessions. Asked a few users and internal administrators to back off, to not exceed the 1800 count.

14:00 requested weekend coverage list from ICM. Still working on.

14:40 RMG detrermined a change management rep was not required on the weekend. A note will be sent out informing executive to inform staff to communicate all emergency changes to them.

 URGENT WEEKEND
CHANGE PROCESS.m

15:00 internal sessions logged on 1765 external 361 ICM reported that sessions exceeded 1800, internal admin were asked to logoff the system, no performance issues reported.

ICM reported errors that appear to correlate with HPAS network connection issues in HPAS Data Centre and have noticed in the last few weeks. Steve Mitchell to investigate.

15:10 Group conference

Team updates

Team A – accomplished – logs have been posted.   Tools ready if required for this weekend. Ed Kapco if needed. The team reviewed the CA report and nothing new has been flagged.

Team B to breakout

This weekend hoping to implement FREB in   s.15   test) system tonight. To allow OATS testing tonight. MTIC security operations will be implementor. Bill forwarded the request to Gary Perkins to initiate. Assume to be approved.

Friday validate a test is possible and run the script against   s.15   (test).

And FREB in production ICM system on Saturday.

Saturday test on production one web server, then add second web server on production ICM environment. Between 12:00 – 14:00. Performance may be degraded when testing, but may take the system offline.

Discussed extending the window to 15:00 on Saturday and cancelling Sunday change window activity, Not approved.

Roll back   s 15   or   s 15   to R6.

Manual sync of data Deloitte at 19:30. HPAS do not need to be involved.

Technical Plan will be posted on the share point site.

Sunday discussed reintroducing A38 switch HPAS needs to be notified to arrange. Requires a RFC.

Discussed netmon capture at   s 15   and   s 15   Decision to run netmon capture on   s 15   only. Add   s 15   to production ICM system. Run OATS , then remove from production environment.

LDAP testing Bill and Paul to arrange location to work fro

Discussed fix to firewall in   s 15   to resolve issue of access to DR site for some clients.m on the weekend. Approved for Saturday morning.

Wendy is preparing a plan with time line and associated resources.

Conference for 10:00 and 14:00 Sunday and Monday. Bridge open in between meetings.

Require a status update on Sunday. Gary Perkins will email a status update after Sunday actvitiy.

16:30 internal sessions 1159   external 179

The RMG will reconvene at 08:00 Monday May 12, 2014

17:43 ICM reported all changes have been approved, An updated plan is being prepared and distributed as well as posted on the sharepoint site.

ICM STATUS POINTS
- 2014-05-09 - 1650.

Plan.msg   RE SharePoint   RE Contacts.msg
                  site.msg

Weekend call out

Technology   C.2% caution i list   Resources available
Solutions: 14:05 2...   Technology Sol...   for the weekend.msg

ICM STATUS POINTS
- 2014-05-09 - 1805.

Mike Foltinek is contact for Security operations 250 952 6494

Fwd IIS Premier Field
Engineer Weekend Su

No action items for   s 15   team tonight , if required call out as per call out list.

May 9, 2014

Conference attendees:

Dennis Murch, Steve Mitchell, Dan Deane, Colin Kopp, Steve Shulhan, Ian Bailey, Gary Perkins, Wency Lum, Mark Loan, Brian Severinsen, Ian Armstrong, Steve Wilson, Cindy Beaton, Keith Parkin, Ian Donaldson, Sue Goldsmith, Narcius Misconiu, Sharon Koot, Cheryl Strzelecki; Lynda Hoel, Paul Servant, Steve Shulhan, Jocelyn Schaefer, David Witzer

09:15 100 internal users logged   30 enternal

10:00 22 internal users logged on   no performance issues reported. (normal for weekend)

Status report for activities performed Friday evening

Team B OATS team reported

- Were able to simulate to 5000 sessions on the   s.15   (test)
- The manual sync was completed on   s 15   DR
- CA and Netmon monitoring set up and turned on in production
- LDAP has been set up on test DR
- HPAS firewall changes were completed this morning.

Gary Perkins reported that the Technical Plan is on track.

OATS is set to be test in production between 12:00 – 14:00

The timing for the A38 switch activity has yet to be finalized. ETA 14:00

 s 15   and   s 15   scheduled to be rolled back to R6

An updated version of the Technical Plan including current status will be posted on the sharepoint site.

Set up LDAP on   s 15   ETA 11:00

Discussion on intent of OATS testing in production with   s 15   (to validate OATS testing). 6 or 7 sources so expect testing will load balance on Sunday OATS testing production.

Sue Goldsmith recommended reviewing all changes implemented just before the symptoms began. The list of changes made by each group has been posted on the sharepoint site and will be rebuilt.

Fwd IIS Premier Field   FW update.msg   ICM STATUS POINTS
Engineer Weekend Su   - 2014-05-10 - 1000.

12:00 Gary Perkins reports

Perkins, Gary MTIC:EX 12:03 PM
Hi folks
system confirmed presently stable
elements are stable
testing has begun
we have user monitoring for performance problems
to confirm this will be a steady ramp up IN PRODUCTION
12:02 testing started
12:04 - 78 sessions logged on
12:14 there was a hang in the ramp up of users, we're going to start from 0 again

60 users will be added every 15 seconds
live monitoring performance
please advise if you become aware of any problems, conflicts, other issues
suspected a component recycled but checked and no
rechecked system performance from user perspective and it's good

checked the infrastructure as well and performing okay
the one element we are not monitoring live presently is the load balancer, in the event we replicate symptoms we are going to back it down and call HPAS who is on standby.

12:22 62 sessions presently, starting ramp up again
12:26 suspect connectivity issues, investigating, stopping test again, connectivity issues seems isolated to tool connectivity

12:41 Out of 6 remote test machines only 4 machines working. Spreading the testing across those machines means that we'll have 33% less tests being run.
Just made the call to spread the tests across 4 machines instead.
Anything >1 is the objective so 4 is plenty. Then after will look at why 2 not good.
12:41 restarting tests on 4 boxes
12:46 starting tests using 4 boxes
12:47 120 sessions
12:49 480 sessions
12:55 1000 sessions
1:02 - 1521 users and we ARE seeing symptoms,   logged in from several different machines, the system is impacted, backing it off, stopping the test, to see if it recovers, testing is stopped, system is recovering, can see logins working, 1700 users topped out

13:09 we're going to confirm users are back to normal, we are going to confirm the infrastructure is healthy, we are grabbing the logs off the boxes, suspect the problem is manifesting/visible on   s 15
CPU was fine, RAM/memory fine, confirming network bandwidth and application logging

we're making the decision to turn on audit logging on CA for this next test and turn it off
we're planning to run another test
and get to 1500+ quicker

13:13 system is presently sound, building a plan to gather key data when we evoke this again

13:25 strange behaviour witnessed on performance monitoring on   s 15   IIS web server, there is a GAP in the performance monitoring with no prior ramp up. it's like it suddenly stopped reporting performance and then came back. usually a system will degrade and you'll see steady increase but this one was sudden went away (locally on the box) and sudden return so turning up level of logging on IIS server to have good samples, just confirmed at least the symptoms were the same... can't confirm same cause... but blank white screen unable to log in

13:28 ramp up of sessions starting
13:41 test running but users not increasing, not seeing load increase
13:53 users ramped up to 1200-1300 with additional idle sessions, seeing the symptom, gathering last captures, dumps

13:55 System returning to normal, turning off auditing

13:53 saw 3400 sessions but that is misleading. it's more likely that it was 1200 and can explain

test 1: hit 1700 and had symptoms
test 2: 2200 but that includes original 1700 so really 500 but test failed so had to restart
test 3: 3400 but that could include original 2200 so more like 1200 and 2200 idle

14:00 group conference
Attendees; Steve Shulhan, Lynda Hoel, Cheryl Strzelecki, Ian Bailey, Wency Lum, Cindy Beaton, Gary Perkins, Steve Mitchell, Ian Donaldson, Keith Parkin, Dennis Murch, Colin Kopp, Brian Severinsen, Ian Armstrong, Niki Sedmak, Sue Goldsmith, Cathleen Asher, Mark Logan

Gary Perkins reported testing replicated similar symptoms than had been experienced
Summary
12:40 test on 4 boxes able to get 1500 sessions – maxed out at 1700 sessions
13:00 a slowdown was noticed, ended the test, system recovered.
13:30 next test 1200 sessions, symptoms noticed , this time more intense logging set up.
14:06 system stable and back to normal
Gary noted a gap in performance monitoring on   s 15
Captured logs will be forwarded to vendors for analysis

Team is revisiting OATS setup, todays test included the CLP (unintentional). Paul Servant is working with the OATS team to make the required adjustments.

Sundays 12:00 – 14:00 test will have Microsoft online.

Discussed the different results in Friday evening test in   s.15   and todays production test. Will require a component by component analysis.

The Technical Plan will be revisited.

Second test may have been Database contention due to numbers ramped up. The user count not as precise because of old sessions.

Sunday test will be adjusted, Decision: s 15   will not be added to the configuration.

Decision: The A38 switch change will not be implemented on Sunday deferred to a later date.
All other changes proposed for the Sunday test will be postponed. The   s 15   DR sync will proceed as planned.

Sunday window will test in same configuration but bypassing CLP.
The technical plan will be revised and ready for review at 15:30.
14:56 - 45 sessions logged on   6 external sessions logged on. ICM will call these users to ask performance.

ICM STATUS POINTS ICM STATUS POINTS
- 2014-05-10 - 1357. - 2014-05-10 - 1357.

15:30 group conference

Reviewed weekend plan posted on the sharepoint site. All changes originally scheduled for Sunday to the ICM testing have been cancelled.

Discussed the requirement for a meeting of the SMEs and vendors to discuss, logs, traces and analysis before full conference call. Decision Jocelyn to schedule meeting at 10:00 with list of names provided by Gary Perkins.

Discussed the requirement for an analysis of the difference between the production and   s.15 environment.   Deloitte and ICM team responsible.

Dennis Murch will contact HPAS with the staffing requirement for the 10:00 analysis meeting.

The 10:00 conference meeting will be rescheduled to 11:00.

Clarification provided by ICM   s.15   as changed to R6 this morning.

Wency will mail results of executive meeting to the team.

ICM STATUS POINTS
- 2014-05-10 - 1605.

May 11, 2014

Conference Bridge was opened at 09:00.

Conference attendees:

10:00 Analysis review attendees:

CA: Jon Taft, Mark Loan, Bill Miller, Jeffry Spinney

Microsoft: Ed Capko, Clint Haufman

Deloitte: Prarie

ICM: Rekesh Uppala, Laurie Barker, Yvonne Muraro., Cathleen Asher, Keith Parkin

s 15   Ian Donaldson, Paul Servant, Steve Shuhlan, David Witzer, Ian Armstrong, Ian Bailey

Microsoft (Clint) - no evidence of memory running out. Some process debug dumps taken from yesterday, all the threads of IIS are waiting on the back end. Suggests ran out of resource, or the network is failing, or resource not responding. Waiting on Siebel.

Kernel memory looks ok on idle. Normally resources would increase, but this all of the sudden quit reporting locally on the box and then picked up where it left off.

Microsoft has some things they'd like to put into place but would require a restart. Not a desire from team perspective but maybe we could do something on   s 15

MS - A driver may be causing a failure.

CA log analysis from web agent, due to session cache setting, CA advised lowering cache value.

Paul reported that the stock cache value was inadequate at a prior point (not during this event). The case determined to raise the value when discussed with CA. The information was provided to us by CA and because we wanted to keep the system stable, we elected not to change the values.

     s 15   (CA) Jeffry Spinney; we tracked this down to the point where it's going to do an operation in the cache and that's where the delay is occurring. Likely the logarithm was never scaled to the level being expected here. We've never tested this, and from the transactions we know where the problems are, we just don't know why. We are quite certain that closer to stock values will improve this. This particular cache is content and load sensitive. We are confident we know where the problem is occurring.

Jon Taft – Q to Jon - Is virtual address space constraining? A: Can't say if we are excessing that or not.

Oracle – Reading update from engineer. And question to Microsoft regarding threads. We can increase the thread pool but likely not much of an effect. Can we get the log for the session?

Clint – MS – additional tracing I'd like to do on the system. No installation. A zip file containing an executable. ETL trace provides a huge amount of information. Run during the test phase. Capture and then post-analysis. I'd like to run VM Map to see what the memory is like on the system.

Gary: considering recommended cache changes and additional logging on   s 15

Discussion on CA setting values, upper limits and algorithm. As the number increases there is a certain level of efficiency that drops as it gets bigger. Cache size settings – default size is 750 for max sessions.

Vendors are the SME in their products. Refusal to provide specific values, is because of variables. CA, for example, gives a method to calculate it, but not a recommended number.

ETA PDQ so we can build this plan and run at 12:00. Commitment for the algorithm before 11 Pacific.

Discussion on load balancer being in the mix for the testing.

Ian Donaldson, Paul Servant, Steve Shulhan relocated from   s 15   to 333 Quebec.

Analysis Conference bridge ended 10:48

11:00 full conference bridge cancelled to allow uninterrupted planning for the 12:00-14:00 test window.

==12:00 – 1400 TEST WINDOW==

28.01) Testing Window start (12:00)

12:04 – started, infrastructure sound. Changing Agent to point to   s 15   HPAS needed to verify changes are good

12:06 – HPAS required but not on conference bridge

12:11 – 270 users

12:14 - 615 users (sessions)

12:15 – 1000 users, starting to see slowness.

12:20 – 1400 users

12:20 - 1500 users (sessions)

12:22 - 1893 Sessions

12:24 – System still seems to be working, still ramping up on test

12:24 - 2100 sessions

12:26 - Confirmed symptoms. Ending test. Shutting down   s 15   turning up   s 15   Users will be impacted.

12:28 - Executing 1B of the flow Chart. CLP not being hit, confirmed. Monitoring database – good.

12:31 – verifying manual login to   s 15   before hitting with tool

12:32 -   s 15   is down,   s 15   is up. Verifying load balanced URL.

12:32 - Current count of Idle sessions 2200.

12:33 – begin second test

12:36 - ramping up 300 additional sessions

12:36 – If we get symptoms we'll change Cache settings on   s 15   If not, we will continue to ramp up.

12:40 – 600 additional sessions, checking user performance. User performance is good

12:45 – 1400 active user sessions, seeing user impact

12:48 – test shut down. Having to bounce the components. Putting in caching changes. Tested db Auth, reported 'blazing fast'.

12:50 – next test will be with   s 15   and with Cache changes.

12:54 – changes made to webserver.

12:59 – begin third test

12:59 – components have been bounced, webserver has been changes.

13:01 – logging on webserver is cutting out

13:02 – doing a manual test to make sure it is up then initiating auto test.

13:02 – automated test is starting.

13:04 – 269 sessions, no user impact

13:05 – looking to get admin access to make changes to remote test agents

13:08 - current plan is to execute 2 more tests. One to test ATS direct to   s 15   and then back to
    s 15

13.08 - Ian Donaldson working on need for ISM assistance.

13:08 - Reporting that users are working fine.

13:09 – 800 Sessions

13:10 – Web Agent is still looking good

13:11 - 1000 Sessions – there has been a problem.

13:11 – shutting down the test – there's been an 'idiosyncrasy' . users being impacted because component recycled itself

13:11 – shutting off test

13:11 – bouncing components

13:13 – start 4th test

13:14 – app server failed – all 4 servers

13:16 – starting 5th test after servers bounced

13:17 – ISM not responding on conference bridge.

13:20 – test ramping up

13:29 – test only hit 30 – did not proceed.

13:23 – start 5th test

13:23 – still on   s 15   through load balancer

13:25 – 130 Sessions

13:28 – 450 sessions

13:29 – 574 Sessions

13:30 - 740 Sessions

13:31 – Philip Duffy no longer on call.

13:35 – 1389 sessions, reports of user impacts

13:36 – paged Philip Duffy to respond to RMG conference Bridge

13:37 – 1703 Sessions

13:38 – Philip Duffy/ Darryl rejoined ICM

13:39 – 1955 sessions

14:40 - test stopped. Pushing load balancer back to   s 15   Setting up ATS directly to   s 15
Bouncing components. Getting admin to Remote agents.

Will point them at ₛ 15 directly, however reverting cache setting. Planning to test from ATS direct to ₛ 15

14:46 - production server is back on line, users can log into ₛ 15

14:48 – Components cycled, ₛ 15 was removed from load balancer, ₛ 15 was added. Cache setting reverted on ₛ 15

14:53 – window to test on ₛ 15 ONLY has been approved to extend 30 minutes. Users notified. This may impact back-end components.

14:54 – Abandoned final test against ₛ 15

13:55 – Laurie Barker confirmed extension approved. Yvonne has confirmed with after hours in CFD and SDSI.

13:59 – 6th Test started

13:59 – 250 sessions

14:02 – 476 Sessions

14:05 – DECISION to shut test off. Test script is not the same. Shutting down all tests

Conference Bridge full participation rescheduled to commence at 14:30

1-877-353-9184

ₛ 15

14:00 Conference Bridge rescheduled to 14:30

Conference Bridge Attendees: CA: Jon Taft, Mark Loan

CA: Jon Taft, Mark Logan, Bill Miller

Microsoft: Ed Capko

Deloitte: Prairie Blake, Sheila

Siebel: Dennis O., David Terry, Grant Marshalls,

HPAS: David Patterson, Ed Sills, Steve Mitchell

ICM: Rekesh Uppala, Laurie Barker, Yvonne Muraro., Cathleen Asher, Keith Parkin

ISM: Philip Duffy, Natalie Branch

s 15   Gary Perkins, Ian Bailey, Sue Goldsmith, Niki Sedmak, Ian Donaldson, Paul Servant, Steve Shulhan, David Witzer, Colin Kopp

Gary gave a test summary: intended OATS directly against   s 15   Unable to proceed because we did not have admin to Box

OATS through LB   s 15   Replicate at 1700

Test through LB only with   s 15   Replicate 1500

Through LB to   s 15   with Cache setting changes. Invalid test first time, second time test tool failed. Third time able to replicate symptoms at 1389 sessions

Directly from   s 15   so we were only able to do modest test.

Unable to test   s 15   Directly through the Agents.

Able to replicate on   s 15   Cache sympt

Next steps analysis of log files we generated. Lots of data generated. We also want to restart the activity for differences between PROD and DR environment. Keith to lead. Webserver to downstream. Needed ASAP.

We'd like to change the order of the meeting at 10, at 11.

Currently we are not making any changes only manual sync of data.

Recorded specific

We just checked with users, performance as expected. Activity tomorrow may be extended. SDSI has stretched the day starting earlier, leaving later to help with log on. There is control available to throttle users on SDSI side, but not CFD.

We should be ok if we don't exceed user levels of Thursday and Friday.

Next steps for analysis. An open discussion reviewed each of the teams and vendors

CA – Paul will ensure

Microsoft - logs updloaded, to communicate out to CA and Oracle.

Steve Mitchell – No log review, Microsoft

Deloitte – Prarie is there a need to review the logs, we do it in the back ground

Seible – review the logs

Colin Kopp – N   s.15   unning. Netmon will be something Colin can look at it.

Call ended after confirming expectations and availability of data.

Next call is scheduled for 08:00 Monday May 12.

An analysis discussion will commence at 10:00 on the bridge with a follow-up with others as a general discussion at 11:00.

ICM STATUS POINTS   Group Conversation
- 2014-05-11 - 14 15(capture - Test Windo

May 12, 2014

Attendees: Steve Shulhan; Lynda Hoesl, Cheryl Strzelecki, Ian Donaldson, Jocelyn Schaefer, David Witzer, Steve Mitchell, Dan Deane, Denny Prvu, Mark Logan, Laurie Barker, Cindy Beaton, Dennis Murch, Prairie Blake, Heather McLeod, Kevin Armstrong, Steve Wilson, Gary Perkins, Cam Inkster, Colin Kopp, Andy Stevens, Narcius Micsoniu; Brian Severinsen; Ian Bailey; Ian Donaldson

07:30 164 internal sessions logged on   20 external sessions

08:00 Gary Perkins gave an update summary on the testing and activities on Sunday May 11, 2014

- Tested against production environment
- Saturday tested against   s 15
- Sunday tested against   s 15
- Were able to replicate the issue on both   s 15   and   s 15
- Sunday CA recommended Cache changes, significant logs to be analyzed, One issue was noted with the permissions on a desktops that hindered one of the tests desired.

Laurie reiterated that individuals within the team are empowered to make decisions, but all the right resources must be available to enact the decision.

The goal of today (Monday) is to stabilize at 1800 sessions similar to Thursday and Friday, and ICM will be communicating with user community. Discussed the ramp up strategy for the day and the maximum sessions to be 1800.

The intent is to allow 100 users at 08:30, 09:00, 10:00, 11:00 to spread out load depending on impact. This will be monitored very closely.

Followed up on ₅15 questions related to SFP. Stuart Gilbertson joined the line to address questions. Stuart Gilbertson reported the issues were confined to older legacy machines, and have not had any issues with newer machines.

Colin Kopp requested netmon logs to be posted to the sharepoint site. Gary Perkins to follow up.

Denny Prvu of CA and Steve Shulhan had a brief discussion regarding the logs and Denny will send Steve a copy of the update in the ticket.

Requested verification that access to all required logs.

09:54 Wency Lum reported 4 out of 6 offices in the Frazer district were reporting slow response. Network services will follow up as soon as Wency provides the IP addresses. Network services have reported a network problem in   ₅15

10:00 Vendor sharing and analysis update.

Laurie Barker requested the Vendors forward the names of the Executive lead and Technical Lead to Laurie.Barker@gov.bc.ca

Microsoft – 16 hours of analysis of traces and found the ETL trace valuable. Looked at 1 minute of log and observed call stack waiting 53 seconds . Appeared Siebel DLL waiting for network stack.

-   Observed in the system event log on   ₅15   a hardware fault. HPAS to follow up. And report if they can confirm, if so why has this not been reported. Also verify whether   ₅15   has experienced similar issues. At this time it is believed to be confined to   ₅15   and as such does not appear to be contributing significantly to the performance isses.
-   ISAPI – Observed antivirus blocking ₅15 agent for 1 second   - HPAS to review to ensure ₅15 has the desired exclusions.
-   Ensure that the latest network driver has been installed as several low priority interrupts were observed. Common is 5% and logs show 30%.
-   Other less important observations were made that will be included in a written report which will include a summary, list of action items and a detail on trouble shooting.
-   32 bit processes running on 64 bit processes, this does not appear to be a limiting factor.
-   Threads appear to be waiting for Network stack All of Out
-   Microsoft Requested running netstat under load to determine if running out of ports.

Oracle reported observing 16 worker processes, they recommend 1 worker process. They observe the network being saturated with worker processes. Recommend the 1 server be split to 4 VM. Siebel does not recommend the current architecture as set up for ICM.

Oracle to supply symbol files to Microsoft to enable more analysis.

-   CA reported currently reviewing logs, and have not finished analysis.

- CA analysis has been completed on the ___s 15___ side but a holistic view is required. ___s 15___ has not changed and is performing authentication as expected. All of the information gathered suggests ___s 15___ is performing at a high level.
- There is an unexplained occurrence of a sudden change in the agent that may suggest contention issue writing in cache.
- Microsoft to review

Lawrie Barker emphasized the requirement to have the logs analyzed and a support person on site ASAP. CA reported a support person will be on site tomorrow.

Paul servant reported that there was confusion around time stamp which has been cleared up.

A list of direct contact names and numbers for each vendor is required to be sent to Jocelyn.Schaefer@gov.bc.c.a and Wency.Lum@gov.bc.ca

FW PLS ACTION
Names and contact in

Gary Perkins will work on Technical plan

A Comparison of the Production system to th ___s.15___ ystem will be led by Keith Parkin

Each report of performance issues will be reviewed to determine if related to this performance issue or if related to an isolated network issue.

Wency Lum will forward a list of contacts to Jocelyn Schaefer and have posted on the sharepoint site.

A joint review of the changes implemented between April 15 – May 1, 2014will be held at 13:00 . Ian Donaldson, Ian Bailey, Paul Servant, Brian Severinsen, Steve Shulhan will attend at 333 Quebec site.

A list of workstation changes has been forwarded and posted on the sharepoint site for review.

Steve Mitchell to verify if a netmon trace was taken yesterday and have posted on the sharepoint site. Update. Too big for sharepoint will be loaded on a share for Colin to view and analyse.

13:00 review

ICM Changes
(1).docx

ICM changes flagged for review

No network, hosting changes flagged

Ian Armstrong queried whether any of the Heatbleed activity has been reviewed. Will take under consideration.

Gary Perkins reported that a test window is being considered for this evening to gather more anaylys identified in the analysis completed after yesterday's testing.

A meeting will be scheduled between 15:00 – 17:00 with vendors to discuss next steps and ensure all required information is available.

The   s 15   read only DR will be sync'd with production this evening beginning at 19:30.

Sue Goldsmith, Brian Severinsen and Audra Gordon will prepare an update to the Service Bulletin.

The next meeting is scheduled for 15:00 today

Agenda   Service leads be prepared to give a status summary specifically:

Production - DR comparison Keith

Analysis of captures Vendors

Review of flagged change noted in review Ian Donaldson

Technical Plan Gary

Stabilizing Prairie

New Incidents Prairie and Gary

Communications Audra

Agenda for 6 pm May 12.docx

May 12, 2014 15:00 check in.

Attendees: Wency Lum, Steve Mitchell, Mark Logan, Gary Perkins, Ian Bailey, Ian Donaldsn, Heather Mcleod, Steve DShulhan, Dave Rose, Shirely Mitrou, Prairie Blake, Jocelyn Schaefer, Ian Armstrong, Brian Severinsen, Colin Kopp, Dennis Murch, Cheryl Strzelecki, Audra Gordon, Bruce Pfeifer, (others at 333 Quebec st names not captured)

Wency confirmed Objective of the Day: Review results, identify options for change window, recommend whether to present to executive decision for go/no go
Confirmed secretariat – Jocelyn Schaeffer to collection who will do what by when

- Confirmed Work Stream Leads –
    i. PR/DR Comparison – Keith Parkin
    ii. Change Analysis – Ian Donaldson

  iii. Analysis of Captures – Gary Perkins

  iv. Technical Plan – Gary Perkins and Kevin Armstrong

  v. Production Stabilization/Monitoring – Prarie Blake

  vi. New Incidents – Gary Perkins/Prarie Blake

2. Confirmed Vendor participants - present – each person state Present on the line or not

  i. Computer Associates - Andrew Stevens and Mark Logan

  ii. Microsoft – Ed Capco

  iii. Oracle

  iv. HPAS – Dave Patterson

  v. Deloitte – Prairie Blake and Kevin Armstrong

  vi. ISM – Ian Donaldson and Sue Goldsmith will be responsible for communicating any actions required

  vii. Symantec – will be on call if required

3. Status Report on Production

- Stabilization/Monitoring) – Prarie   a recent problem had been reported but investigation determined was not related to this issue.

  i. User Count has been posted on the share point site   1670 internal session, 483 external

  ii. Application Health Status - good

4. New Incidents – Gary Perkins/Prarie Blake

  i. Any new incidents? a recent problem had been reported but investigation determined was not related to this issue.

5. Status Report on Key Findings and Recommendations

- PR/DR Comparison Report Out – Keith Parkin reported a few differences have been noted, the full report will be listed on the share point site. Noted that the version of s 15 is slightly different in   s 15   than the servers in   s 15   Not a full version just release difference.

- Noted Tier 2 is calling in one server (prod) and   s.15   is calling 2 different servers. (this needs to be tested at some point but not to be included into tonight's activities.)

 - HPAS (Steve Mitchell) to Compare the s 15 exclusions file based in   s 15   on application servers

 - ICM to send list of servers to HPAS

-

- Change Analysis – Ian Donaldson

  i. ICM team is looking at 4 items identified and expects results by tomorrow at 15:00. (the analysis required is high, systems will be verified as to the changes implemented as expected.

  ii. HPAS is reviewing change logs to ensure all changes have been reviewed for possible impact on this issue and will report back by 15:00 tomorrow.

  iii. Ian Donaldson will connect with Bruce Pfeifer

  iv. Ian Donaldson reported   s 15   and   s.15   ere patched for Heartbleed but are not part of the configuration having issues.

     v.   HPAS has ruled out Heartbleed patches as a contributing factor.
- Analysis of Captures – Gary Perkins
    - i. Analysis is moving ahead to be reviewed tomorrow, a few of the findings have been fed into the technical plan.
    - ii. Setup for tonight's proposed test for monitoring and logging.
- Technical Plan – Gary Perkins and Kevin Armstrong
    - i. Will be requesting a change window for this evening, discussed options of when to test and when to manual sync the read only DR. the window would be between 19:30 and 00:30 and would include the manual sync if required.
    - ii. Particpants in the Saturday and Sunday tests will be required to participate in this evenings tests.
    - iii. 5 different test conditions have been identified to help identify where the issue is. Test to include
        1. Direct connect to   s 15
        2. Disable s 15 on web and backend application servers
        3. Direct to   s 15
        4. To   s 15   DR
    - iv. The load will be driven up in not successful on   s 15   then will go through load balancer to   s 15   If not successful the load balancer to   s 15
    - v. Determine the impact to client during the test and prepare appropriate communication to clients.
    - vi. Discussed recommendation to not sync DR.
    - vii. Discussed technical risk is low.
    - viii. Discussed business risk
    - ix. Risk to disable s 15 is low, Discussed option to leave s 15 off if improvement are notified. (only one of the 4 servers have s 15 as these are backend servers)
    - x. Dave Patterson to review s 15 logs to see if virus has ever been detected on the backend servers.
    - xi. Decision to update and sync the read only DR site.
    - xii. Recommended to test first then sync read only DR,
    - xiii. tonight's test is to Load Balancers, s 15 16 versus 32 bit and to determine if the   s 15   DR site is a viable testing environment.
    - xiv. To prove out items as root
    - xv. Verified vendors are on board and available.
    - xvi. Identified risk of REUI not available for monitoring
    - xvii. Do not have LDAP set up to enable alternate authentication.
    - xviii. Identified requirement to follow up on requirements to get set up.
    - xix. Tentative plan, 22:30 – 00:30 read only DR sync
    - xx. Communicate that 19:30 – 22:30 production may be unstable and to use read only site.
    - xxi. Discussed plan to include cycle of components
- Business cycle reviewed for potential impact of tonights testing

        i.   Heading up to seniors supplement, do not anticipate any impact.

       ii.   Bill reported one job will execute tonight between 19:00 – 19:15

- Resources required

        i.   HPAS and ISM on the call

       ii.   Steve Shulhan, Paul Servant, Gary Perkins, Deloitte

      iii.   Prairie to send out invitation with conference number

      iv.   Gary Perkins to send status update at test completion via email.

       v.   Jocelyn Schaefer to set up meetings same as today

      vi.   Gary Perkins to finish technical plan and brief Laurie and Ian

     vii.   Laurie to take to executive

    viii.   17:30 meet to communicate decision

6. Decisions and Action Items

17:30 meeting

- Kevin Armstrong, Gary Perkins Wendy Lum briefed Laurie Barker and Ian Baily

Confirmed attendance of required resources:

- Paul Servant, Dave Patterson, Don Murphy, Darryl Challis (has responded via email), Gary Perkins, Prairie Blake
- The province escalation document is posted on the sharepoint
- Vendors are not required for tonight's testing, but required to be on stand by. Paul Servant reported that CA would participate in the conference call.
- Laurie Barker presented the plan and was approved to proceed.
- A communication to be sent out to end users informing of the potential of instability during the test.
- An action item to confirm with clients after test complete.
- The read only DR sync is scheduled for 22:30 – 00:30
- The digital test plan is being prepared
- Method of procedures (MOP) to track task attempts and when complete with status is required. Very good records of every step is imperative.
- Laurie Barker will be onsite until 22:00, Wency after that.
- Backend application servers will be bounced after testing completed.
- Gary Perkins will send out status report after test.
- Gary Perkins will post plan to the sharepoint site.
- Log files will not be loaded to sharepoint site tonight.

Action plan summary

Action	Assignee
HPAS (Steve Mitchell) to Compare the s 15 exclusions file based in	Steve Mitchell

_{s 15} on application servers	
ICM to send list of servers to HPAS	ICM
review _{s 15} logs to see if virus has ever been detected on the backend servers.	Dave Patterson
Monitor one job executes tonight between 19:00 – 19:15	Bill Lutynec
send out invitation with conference number	Prairie Blake
send status update at test completion via email.	Gary Perkins
set up meetings same as today	Jocelyn Schaefer
Prepare the digital test plan and post on sharepoint site	Gary Perkins

Decision to update and sync the read only DR site.

Decision to implement test tonight and red only DR sync

Parking lot items	
Noted Tier 2 is calling in one server (prod) and _{s.15} is calling 2 different servers. (this needs to be tested at some point but not to be included into tonight's activities.)	
Identify steps to enable REUI	

ICM STATUS POINTS
 - 2014-05-12.msg

May13, 2015

Attendees: Cindy Beaton, Wency Lum, Gary Perkins, David Witzer, Ian Armstrong, Colin Kipp, Brian Severinsen, Cori Douglas, Cheryl Strzelecki, Lynda Hoel, Ian Donaldson, Dennis Murch, Steve Shulhan, Cindy Beaton, Wency Lum, Mark Logan, Niki Sedmak, Ed Capko, Andy Stevens, Wes Evernden, Doug Forbes, Dan Deane, Steve Mitchell, Dan Ehle, Sue Goldsmith, Laurie Barker, Kathleen , Prairie Blake, Dave Rose, Kevin Armstrong, Nancy Allan, Keith Parkin, Paul Servant (others not captured at 333 Quebec st.)

Wency Lum stated goal for today is 1500 users, maintain stability, incrementally add 100 users at a time, at 09:00, 10:00 and 11:00.

10:00 conference call will review results of analysis from the Sunday tests, that we started yesterday and high level review of results from last evenings testing. And discuss strategy for future log analysis.

08:00 status update 560 internal   and 31 external sessions logged on

Bill Lutynec reported that the job being track and scheduled for last evening completed successfully with no issues. There are no jobs scheduled for tonight that need to be tracked in this meeting.

Gary Perkins gave a summary of last evenings testing. He thanked the participants for the effective testing that was achieved. The testing objectives were met. Several tests were performed as per the plan.

1. Tested OATS directly to   s 15   bypassing the load balancer – successfully replicated the problem
2. Disable Anti Virus   s 15   and Horsefly – successfully replicated the problem
3. Tested OATS directly to   s 15   – successfully replicated the problem (intent to test differences in 32 versus 64 bit)
4. Tested OATS direct to   s 15   version R12 – successfully replicated the problem
5. Uninstall Anti-virus and reboot server to ensure that antivirus was uninstalled.
6. Tested OATS to   s 15   DR through Load Balancer were ableto replicate slowness but different results. In this case the slowness was as a result of maxed out at the database.

FW ICM testing has concluded for tonight

Task to compare Production to DR1 and DR2 environments

11:00 meeting will be the group status check in

Will discuss next steps after lunch

Lynda Hoel reported Denny from CA is flying in expected at noon, until this time CA will have a rep at on the phone. Ian Donaldson, Steve Shulhan and Paul Servant will be onsite at 333 Quebec for 10:00 meeting. A CA rep was on the phone for last evenings tests form Australia and Toronto.

Ed Capko from Microsoft will be onsite at 333 Quebec st.

Gary sent note to vendors to ensure they are aware that any logs with personal information are not to leave Canada.

Oracle – Doug Forbes Account Manager tracking down his representatives and will discuss with Wency Lum offline.

HPAS – Steve Mitchell will be going to 333 Quebec st.

Updates will be provided throughout the day.

Actions for today

- DR comparison
- Developing a going forward plan

	Business Unit	What	8:15	8:30	8:45	9:00	9:15	9:30
1	Business Unit	What	8:15	8:30	8:45	9:00	9:15	9:30
2	CFD	Internal	266	448	671	843	931	
3	CFD	External						
4	ELMSD	Internal	6	7	8	10	9	
5	ELMSD	External	67	93	176	240	315	
6	SD	Internal	506	439	323	294	288	
8	Total	Internal	778	894	1002	1147	1228	0
9	Total	External	67	93	176	240	315	0
11	Total	ALL	845	987	1178	1387	1543	0
12								

10:00 Technical review of log analysis

Dennis Murch, David Witzer, Colin Kopp, Ian Donaldson, Brian Severinsen, Jocelyn Schaefer, Wency Lum, Steve Shulhan, Paul Servant, Dave Rose, Keith Parkin, Gary Perkins, Ian Bailey

Microsoft – Ed Capko, Clint Huffman

Oracle – Grant ?, Julie Sanbeg, Doug Forbes

CA – Mark Logan, Andy Stevens

Deloitte – Prairie Blake, Kevin Armstrong

HPAS – Steve Mitchell, Dan Deane

Requested vendors report on analysis and findings from Sunday testing.

- Microsoft no data from last night.
  - Shared some ideas on verifying routing   s 15   and Horsefly.
  - Verifying not running out of ports
  - Increase the IIS threadpool

- Confirm net adapter speed (HPAS verified 2 servers on same subnet may have hardware in between devices.
- Resource manager – average latency between 2 servers and packet loss. MS monitoring needs to be done realtime.

- Oracle and CA report call stacks are normal, creationof cache is expected normal behavior
- Seeking approval for test from ˢ 15 to Horsefly, not considered for today. PS ping port to port checking bandwidth, may be disruptive. 2 tests systems would be ideal.
- Can look at Resource manager in production. PS ping with no issues.
- Discussed removing Horsefly out of configuration for testing
- Reminded all to review monitoring online if valuable and no risk.
- Focus on what is different on Monday test from Sunday test.
- Discussed observation of threads waiting because of dumps, which paused threads. Last evening there were no dumps.
- Gary Perkins requested focus on tests that can prove out components.
- CA reported no change in analysis, Denny will be onsite shortly and will scrutinize the DR1 and DR2 differences.
- Oracle – Symbol files have been provided to Microsoft. Hard to know how long threads waiting. Does not appear to be waiting on application servers.
- CA requested a copy of the load balancer config file
- Netstack
- Test SD broker (no approved)
- Discussed difference in ˢ 15 DR (bigger and newer may mask the problem)
- Discussed the OATS tool may have some limitations/inaccuracies.
- Discussed the possibility of network configuration at the client workstation may be an issue. Addition test workstations would assist in confirming Colin's concern. This may point to problem with the test harness (may give a false results)
- No additional logs requested from vendors from last night
- MS suggested increasing the IIS thread count.
- Discussion on comparing historical stats with today's metrics
- Gary raised the idea to add ˢ 15 and ˢ 15 or ˢ 15 and ˢ 15 to today's meeting

13:00 will continue collaboration between vendors. Require a good plan for potential testing by 16:00 today. And identify if a window is required for this evening.

A test window was approved for today between 12:00 – 13:00 to test ˢ 15 to ˢ 15 DR (application Servers). The test would involve same individuals as attended last evenings test. Steve Shulhan will document the tests.

Clint Huffman suggested an optional dump which will not be contemplated for this testing system.

13:00 meeting

Status update. Test was able to replicate the problem in with   s 15   to   s 15   DR application servers. This suggests the problem is not in the application servers. The web servers are common which points to the Siebel connector. Several more tests are suggested for this evening including pointing the web servers   s 15   DR to production application servers (opposite of today's test).

Next check in at 15:00 –

ICM STATUS POINTS
- 2014-05 13 - 1315.ı

What	13:15	13:30	13:45	14:00	14:15	14:30
Internal	1301	1304	1304	1315	1321	1323
External						
Internal	10	10	10	10	8	8
External	455	469	482	474	464	469
Internal	419	421	421	427	429	441
Internal	1730	1735	1735	1752	1758	1772
External	455	469	482	474	464	469
ALL	2185	2204	2217	2226	2222	2241

ICM STATUS POINTS
- 2014-05 13 - 1440.ı

15:00 Status report meeting

Attendees: Ian Armstrong, Dennis Murch, Ian Donaldson, Lynda Hoel, Cheryl Strzelecki, Colin Coughlin, Colin Kopp, Sue Goldsmith, David Witzer, Jocelyn Schaefer, Steve Mitchell, Doug Forbes, Wency Lum, Dave Rose, Gary Perkins, Steve Shulhan, Ed (Microsoft), Andy Stevens, Mark Logan, Clint Huffman

Gary Perkins reported they would be requesting a change window for this evening. 19:30 – 22:30 the DR sync will be scheduled from 22:30 – 00:30.

The test plan is being developed at this time in a separate stream. Reviewed vendors aggregate plan to prove out components,

1. Point DR web server at production application servers
2. Before window 19:00 – 19:30 testin   s.15   believe the previous test was invalid)
3. A number of other technical changes to tuning and performance suggested by the client.

4. Undoing a network teaming change implemented in April.

Gary Perkins is building a flow chart and MOP. A resource form HPAS Network and server will be required, and ISM to be on standby.

Further analysis is required of the ETL trace.

The request for change window with test scenario will be submitted to executive at 17:00 for approval.

Discussed CAS change scheduled for this weekend, does not appear to be a risk. The HPAS resource required by CAS is not part of the ICM RMG team. Sue will send a summary to Ian Bailey.

David Witzer asked team leads to verify availability of team members over the weekend and next week.

ICM STATUS POINTS
- 2014-05 13 - 1520.

RE ICM RMG
Workstations for ven

RE ICM RMG
Workstations for ven

17:00 status update:

Test window for tonight is a go 19:30 – 22:30 as requested and have approved a standing test change window for each night following until further notice.

Test plan reviewed and accepted.

RE ICM RMG
Workstations for ven

-

SWAT 2014 – 005 (RMG 2014 – 001) ICM Slow server response on   s 15   **and**   s 15   **Meetings # 5 May 5, 6 and 7, 2014 Notes**

Problem Description: ICM reported that since Tuesday April 29 they have had intermittent spike-like slow response on internal webservers   s 15   and   s 15   resulting in many 7- 7000 calls. This meeting superseded convened SWAT meeting # 3 for ICM RUEI issue.

Business Impact: Some staff report that response becomes so slow they are unable to do their job and also results in repeated attempts yielding multiple outputs thinking the input did not work.

Attendees:

Cam Paton; Bill Lutynec;   Wes Evernden;   Keith Parkin; Cindy Beaton; Dave Rose; Ed Sills; Steven Tse; Ramesh Dondapati; Rakesh Uppala; Quinn Daley; Cam Inkster; Greg Dalgliesh; Colin Kopp; Cori Douglas; Steve Shulhan; Paul Servant; Lynda Hoel; Dave Patterson; Dennis Murch; Ian Donaldson; Jeff Irwin; Edmund Chao; Steve Mitchell; Nancy Allen; Keith Craig; Cori Douglas; Dennis Murch; Ian Donaldson; Paul Servant; Jocelyn Schaefer; David Witzer; Steve Mitchell; Laurie Barker; Wency Lum; Dan Ehle; Sue Goldsmith

Discussion:

ICM reviewed the history of the problem and the actions taken to date. Including the move from 32 bit to 64 bit and history of issues with REUI tool.

Monday users between web methods showing large spikes in network traffic affecting internal and external web servers. Until Monday only internal web servers were affected.

On Sunday ICM had switched from   s 15   s 15   to   s 15   and   s 15

Monday at 11:00 the team agreed to have the port mirroring turned off.
11:30 HPAS to begin turning off port mirroring expected ETA 12:00 – 12:30.
12:10 HPAS informed the team of issues with the switches

Discussed exercise of application without   s 15   were able to go without any issues but this was not a conclusive test as this doesnot exercise the application functionality the same.

HPAS reported that switches A38 and A37 were going up and down and were unstable. 17 servers impacted by these two switches some ICM and a few TRANS test and dev servers.

Siebel support were monitoring the conference call but were not actively investigating.

13:22 ICM reported performance intermittent.

13:29 HPAS reported that a port was disabled on a core device and it appeared to be able to reach some devices.

14:00 HPAS reported they have activated a standby switch but there is spanning tree issues. Appears to be similar to a broadcast storm as a result of shutting down the destination side before the source side.

14:03 HPAS reported that there is some VLAN cleanup required and is ongoing.

14:09 prepared a list of priority servers to be cabled and brought back.
Continued to work on restoring switch and preparing a hot standby.

14:40 decided to go with the recabling option with minimal configuration of 8 servers.
14:45 reconfigure servers to new config.
15:07 all servers recable and ready for ICM to update config files
15:13 ICM restarting app servers
15:17 – 15:33 addressed clustering cabling.
15:33 ICM restart services
15:42 ICM begin smoke testing
15:44 Paul requested log captures
15:52 ICM reports slow response
Configuration changes made, response time good.
15:59 ICM reported difficulty generating logs for tier 1 but able to send tier2 logs to Paul.
ICM reported access to external web server slow
16:24 HPAS confirmed staff available for the evening.
16:49 discussed the versions of   s 15   agent and IIS version.   Paul reported that the combination of version of   s 15   and IIS on the ICM servers were not certified by   s 15   and was recommended to be upgraded for CA to review logs with a certified configuraiton.

Scheduled meeting for 20:00 , 22:30, 24:00

Discussed moving to original configuration incrementally (switch A37 the A38) and introduce all servers back into configuration. Will run stress test between each move.
Updated   s 15   and   s.15   to R12, then replaced   s 15   and   s 15   (This will enable logging for CA to analyze).

ICM worked through scripting issues which delayed the process.

Moved servers back to A37 and A38 switches but left cabling to A51 and A52 to enable quick and easy switch back to the reduced configuration. (failback without having to recable)

Reported that performance was reasonable, and port mirroring was turned off.

May 6, 08:00

    s 15   team reported that CA were aware of our situation and have extra staff available to assist when requested.
Service appeared to be functioning with 1000 users

Approx 08:30 performance issues appearing.

HPAS confirmed that servers and switches were configured with full duplex.

08:53 decision to switch to s 15 and s.15

09:52 decision to move to switch A51 and A52 and minimal configuration. (this will eliminate the switches)

10:00 ICM initiating rolling reboots

ICM completed directed tests and sent logs to s 15 support for analysis

10:13 HPAS captured netmon s.15 logs for analysis.

10:30 Ian Donaldson requested application startup and Siebel logs be reviewed for issues after the servers have been rebooted.

10:40 Paul preparing logs to be sent to CA for analysis

10:49 ICM reported they will be enabling their BCP site as read only to be made available to end users.

11:30 requested status update on application startup and Siebel logs.

11:35 moved to s 15 and left s 15 down complete.

11:55 ICM reported beginning work on enabling their BCP site as read only to be made available to end users. Requested HPAS break the replication and set up storage to enable end users access. ICM sent specifics to HPAS to action.

12:10 DNS support noted possible configuration error, server s.15 requesting ICM.BA.CA found when reviewing s.15 logs.

12:15 ICM added ICM.BA.CA as fully qualified name, this did not resolve the issue and investigation found the errors have been in place since March 07 at minimum.

12:23 HPAS reported replication broken and san mounted as requested.

12:46 ICM reported issues with read only environment SAN drives. HPAS investigating

12:55 HPAS investigating cluster issues

13:09 ICM reported performance issues with spikes in activity

13:10 Decision to move to A51 and A52 switches with limited number of servers (The configuration of 00 May 5 at 16:00).

 13:20 ICM ready to move to limited configuration

13:25 ICM reports good experience on the external web servers but may be related to reduced load.

13:30 servers on a51 and a52 switches. ICM begins services restart and new configuration changes.

13:45 Ian Donaldson requested Colin Kopp review logs for misspelled entries for s 15 and s 15

13:54 ICM reported their review of application start and Siebel logs do not show any anomalies, the logs will be made available for HPAS to review.

14:05 storage issues with DRP environment addressed, ICM verifying

14:18 Read only environment (DRP) now available. ICM is performing tests, then will send out a communication to business users.

14:24 Production service is available, the DB and application is fast but s 15 is slow.

(this has eliminated the A37 and A38 switches and redundancy on the load balancers as the cause of the problem).

Requested an ETA on response from CA on log analysis

14:28 ICM reported worse performance on the limited environment in production.

ICM working on plan to add servers back into configuration and to point half of the servers to the s 15 policy servers.

14:54 ICM reports s 15 pointing to s 15 Policy server

 s 15 pointing to s 15 Policy server.

 s 15 support confirmed transaction are completing but are delayed in agent. Logs and analysis were collected and sent to CA for analysis and discussion.

15:00 ICM reported limited users have experienced slow response on the read only (DRP site), ICM investigating

ICM pointed half of the services to ⁣ s 15 ⁣ policy server, response is fast, but has a smaller load.
15:28 ICM reported read only site (DRP) is available again and sending out a communication to business users.
13:34 ICM communicated strategy to limit access to read only site, external URL and to add groups to ⁣ s 15 ⁣ ICM will forward the list fo groups to be added to the ⁣ s 15 ⁣ team.
15:37 Application startup and Siebel logs sent to HPAS for review.
15:39 logs sent to CA with detailed information
15:51 status update ⁣ s 15 ⁣ pointing to ⁣ s 15 ⁣ is working well with 450 users
⁣ s 15 ⁣ pointing to ⁣ s 15 ⁣ is slow with 1650 users
Read Only pointing to ⁣ s 15 ⁣ working well with 3 users
16:00 ICM communicated going forward strategy to clear load balancer tables at 20:00 May 6, 2014. No network switch changes required at this time. ⁣ s 15 ⁣ support will add business impact to ticket with CA to emphasize the critical nature of this problem.
⁣ s 15 ⁣ support will touch base with Ian Donaldson at 20:30 and send email to Cindy Beaton

Next meeting at 08:00 May 7, 2014

Summary of
Activities and Next St

ICM STATUS POINTS
- 2014-05-06 - 1640.I

ICM STATUS POINTS
- 2014-05-06 - 1510.I

ICM STATUS POINTS
- 2014-05-06 - 1345.I

RE ICM going to BCP
want an update of ac

FW actions to date
requested by laurie B

May 7, 2014

RE RMG 2014 - 001
(SWAT 2014 - 005) IC

08:00 ICM reported load balancer tables were cleared and clients logging on are being evenly distributed. New groups set up and will be updated as requested.

⁣ s 15 ⁣ support reported results of CA discussion and analysis. Analysis indicates there is a blocking/slow down within the web agent. A IIS dump may be required for Microsoft to analyse and dialogue with CA. ICM to set up. Paul has sent the instructions. Microsoft account manager has been engaged and is aware. When required a CASE should be opened and the account manager will expedite.

08:13 ICM reports   s 15   region reporting issues of getting kicked out of session. 900 users logged on distributed evenly across both   s 15   and   s 15

ICM to set debug trace to be ready if issue reappears.

Read only (DRP) site online and available to have users added to the groups if required.

08:21 ICM initiated discussion of using a different authentication method (Active Directory) – questioned if an exemption form the OCIO is required. Steve Shulhan will follow up and report back to Kevin Armstrong.

08:24 ICM reports Abbotsford is reporting down. Requested more details.

08:26 ICM reported Users experiencing issues attached to   s 15   but do not believe these are related to our problem. No problem reported for users going through   s 15

08:27 ICM is investigating. 1350 users logged on spread evenly between   s 15   and   s 15

   s 15   support will look at logs in   s 15   and turn on trace in   s 15   for comparison

08:36 1900 users spread across both   s 15   and   s 15

08:38 ICM is sending a trace to   s 15   support to review and send to CA

08:48 ICM reported issues that may be related to ICM.GOV.BC.CA with stickiness between   s 15   and   s 15   ICM will take   s 15   offline and have all users go through   s 15   policy server.for both internal and external web servers.

09:08 1700 users logged on through   s 15   performance is normal. ICM reported some local browser issues. Brief discussion on moving   s 15   to point to   s 15   as well. Decision to leave offline and revisit at noon.

09:28 1800 session online through   s 15   performance is normal.

09:45 2700 session online through   s 15   performance is normal.

09:49 ICM reported users in   s 15   were kicked out of the system, logged back in but issues with opening attachment (donut). Some users in their office just got logged off and received server busy message.

ICM reports   s 15   CPU and memory are low and does not appear to be an issue.

10:00 3010 session online through   s 15   performance is normal. But at 09:45 users will kicked out of the system as well as in the office.   s 15   users logged back in and had issues with opening attachments. Will determine if this is ongoing.

Also reported some users experienced browser problems (toolbars coming and going), addressed with clearing cache and deleting cookies on the workstation. ICM preparing a communication for their business users.

ICM reported files uploaded for Paul, requested a update form Paul

10:15 3215 session online through   s 15   performance is normal. ICM reported that their duty stewart keep getting kicked out of the network from time to time. This is hindering their ability to work.
                                       s.15   Colin Kopp is reviewing with netops.

 10:28   s 15   support requested copy of logs from   s 15   and   s 15

10:30 3215 session online through   s 15   performance is normal, but some anomalies that appear to be related to Siebel, may be related to the number of configuration changes made to the servers in the last couple of days. ICM discussing. Will get back to us.

10:43 ICM Requesting restart all Siebel servers will let us know, when approved and communicated that an outage will occur. Will also bring   s 15   back up pointing to   s 15

Internal discussion on setting up another ACO to enable the splitting of traffic between two policy servers in   s 15   if required.

11:00 status update, 3670 sessions logged on through   s 15   ICM preparing communication to restart servers. Plans in place. ETA 11:15 estimating one hour outage. ICM will contact business users when complete.   s 15   will be reintroduced into the configuration pointing to   s 15

77000 option 1 has been made aware of the anomalies and instructed any callers from ICM to clear cache and delete cookies.

11:10 ICM reported users in   s 15   now able to access attachments

11:14 ICM reported seeing some French words in tool bars.

Investigating.

Internal discussion on results from CA. Discussed options. Discussed requesting ICM to provide a test environment to reproduce the problem to enable further diagnostics. We will not make any changes to   s 15   policy servers.

11:23 ICM restarting servers.

11:27 ICM requested Bruce Pfeifer join the conference as they have questions on a patch for IE, did that change any of the underline settings. The default setting appears to have compatibility mode turned on which has some ramifications to the ICM users. Bruce will investigate.

11:50 status update ICM reported servers on way back up, ETA 12:22, no issues to report.

RE ICM STATUS
POINTS - 2014-05-07

12:00 ICM requested a status update from s 15 support group. s 15 reported CA confirmed delays as noted by s 15 support. CA would like t confirm caching and to get a IIS dump. This would require reproducing the problem. No appetite to reintroduce the problem at this time.

Discussed possible redesign of testing harness at ICM to simulate load to in lesser environment. s 15 support is available assist. ICM will take this away.

12:13 Bruce Pfeifer responded to ICM questions regarding IE patch applied the previous week.

Compatibility
viewmode.msg

12:15 ICM reported servers now up sending communications to clients to start up.

12:30 requested status update from ICM. ICM reported servers back up , accepting connections, do not see any issues, session count 350, low, as it is lunch time.

12:33 Keith Parkin responded to Bruce's note regarding compatibility mode on the workstations

RE Compatibility
viewmode.msg

12:35 disapproved security patches scheduled for May 10 and 11 to ICM servers. Asked to have postponed one week.

12:37 ICM confirmed servers up, communications gone out to all clients including instructions on clearing cache and deleting cookies

12:45 status report, sessions logged on 650, so far no issues reported.

13:00 1110 sessions logged on, no issues reported. Load being balanced across s 15 and s 15 equally.

ICM STATUS POINTS
- 2014-05-07 - 1300.

Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility
viewmode.msg

13:10 Paul gave internal update from CA. CA believe this may happen again, the problem may be related to a caching size issue. The suggestion is that the cache is abnormally large , but the size is based on previous consultation with CA. CA believes the problem may be related to caching algorithim bogging down. CA would like an IIS dump. This will not be available unless the problem reappears. CA will review an IIS dump if forwarded to them but would like ICM to upgrade agent. Paul to discuss upgrading to R6 with ICM.

13:15 1620 sessions logged on. Some performance issues reported in regions, doesnot appear to be same as original problem. ICM gathering more information. Noting a time delay getting to web servers. Requesting HPAS assistance in troubleshooting within their network.

ICM questions alternatives if policy server in   s 15   failed or experienced issues. A policy server is available in   s.15   hat could be used.   s 15   support will verify   s.15   policy server is update to date and tested for functionality.

ICM reported seeing issues appear where it appears network is not distributed evening between the two web servers.

Requested HPAS to return back to the bridge.

Also requested latest logs from   s 15   and   s 15   as well as an IIS dump. Problems started around 13:05 – 13:08 when people started to logon.

Discussed turning off   s 15

Internal discussion, PI information may be included in the IIS dump, must followup on protocol with executive before forwarding to CA.

13:49 ICM discussing whether to shutdown   s 15   then possibly rebooting   s 15

13:59 ICM opened bridge to include TS in brain storming, with discussion as to impact and users impacted. Discussed moving an application server to   s 15   and taking   s 15   down.

14:18 pulling out   s 15   and   s.15   no restarts of servers and services.

ICM STATUS POINTS
- 2014-05-07 - 1420.

14:25 Bruce Pfeifer responded to Keith Parkin on IE issue

RE Compatibility
viewmode.msg

RE Compatibility
viewmode.msg

14: 30 removed ₛ15 and s.15   appears to be better, service acceptable not as fast, but application responding. Not being load balanced but going through the load balancer.

14:40 Gary Perkins has joined the group.

14:50 ICM requested   ₛ15   support contact them to answer questions.

15:00 requested a status update.

15:10 case opened with Microsoft raised as a sev A case, an engineer will be available within an hour. Discussion on getting vendor rep on site. ICM requested SSBC rep on site. Gary to lead the coordination.

Sue Goldsmith is handling the IIS dump including PI, and has passed on to Laurie Barker and Wency Lum.

15:17 ICM discussing moving servers out that were added after 11:00 today. With   ₛ15   and ₛ15 will be in the configuration. Approx. 15 minute – 30 minute change. Nelson has a priority 1 ticket opened on it last week does not create performance issues but does create application issues.   Will require a recycle of the service. Make a lb config change, call users off, access for read only for after hours. Limited use to read only site at this time. The service should be available in 30 minutes. Want clients to a log on when the service is restored. ETA to start 15: 38. Services on   ₛ15   will be restarted. No change required to   ₛ15   at this time.

15:32 Microsoft engineer joined the team.

15:40 Greg Dalgliesh is compiling a list of open tickets with vendors and the associated executive.

ICM STATUS POINTS
- 2014-05-07 - 1530.

15: 45 Microsoft is initiating a bridge with ICM to be brought up to speed in IIS configuration if needed for problem resolution.

16:08 requested how much memory on   ₛ15   and   ₛ15

16:12 requested a status update, Servers on their way down, ETA 30 minutes.

16:13 requested swap activity between   ₛ15   and   ₛ15   less than 2%and antivirus levels on

  ₛ15   ₛ15 version 12.1 ,   ₛ15   unknown

16:45 third party gateway to mainframe was down, backup at 16:49

16:50 ICM reports services back up, 123 sessions logged on normal performance, note to ask business users to log on is being sent.

17:00 ICM will not make any changes tonight but will brainstorm next steps. ICM is expecting Gary Perkins to be at the ICM site tomorrow morning.

Ian Donaldson will be the contact for ICM tonight

17:20 Microsoft engineers joined conference call.
Change freeze initiated by executive
All desktop changes cancelled for tonight
HPAS will send list of changes for Ian Donaldson
17:26 Microsoft engineer will be on site tomorrow.

ICM STATUS POINTS
- 2014-05-07 - 1715.

17:49 Summary of Microsoft discussion

FW
REG11405071142288

17:59 requested approval to send IIS dump prepared for CA to Microsoft for their analysis. Mike Foltinek to verify with Gary Perkins. Not required.

ICM will send logs requested by Microsoft. ICM to send the hang dumps. ICM will review first to determine if any PI included. Gary Perkins will be the Approval point for forwarding to Microsoft. Discussion on whether to reset the severity of the Microsoft ticket.

Decision to keep Microsoft ticket as a SEV A.

18:20   s 15   support confirmed IIS logs sent to CA with the appropriate verbage.

Requested two new servers one in   s 15   and   s 15   to be available if required to be set up additional policy server if required.
Requested HPAS to accommodate to staff to attend site to get briefed on network topology,

    s 15   support reported on discussion with CA. Delays in Cache management are being explored. Outstanding question with HPAS is the stickiness happening in the load balancer. Paul has requested CA to prepare a diagnostic tool to get the required debug extracts. CA should have an answer on that request May 8 midmorning.

ICM STATUS POINTS
- 2014-05-07 - 1900.

Group to reconvene tomorrow morning at 08:00.

May 8, 2014

Update from Microsoft analysis

Fwd   Fwd
REG11405071142288REG11405071142288

08:00 added one more application server than yesterday mornings configuration.

Change freeze in place.

Plan this morning if stable, if root cause known, stable but no root cause known and if not stable.

List of network issues since April 27,2014, Brian to supplement

Daily summary from HPAS, Dave Patterson

List of   s 15   changes to policy servers since April 26, Paul

ICM will share all application changes.

To share with vendors.

No changes, SMEs on the system

ICM notified of any emergency changes by SSBC

Summary of analysis from CA, Microsoft,   s 15   support. Paul Servant will send off

Installation of servers- 2 servers one in each allocated in   s 15   and   s 15   in progress of cabling
   s 15   , ETA one business day,   s 15   one business day. HP to email Paul when ready.   s 15

Ready by weekend,   s 15   Monday

Paul reported problem component lies within the   s 15   web agent. Delays, working with CA. Tier1 agent. Behaves differently with web servers one server than 2 servers.

08:30 1300 users

CA and Colin Kopp reported previouse traces shoed what appeared to be network bursts. Appears to be wild reset in blocks.

Steve Mitchell to verify which traces were taken – netmon packet captures were taken. Before s 15
was taken at 13:20 and again after   s 15   was taken out.

Garrry Perkins requested HP be monitoring realtime the switches,s 15load balancers between 08:00 –
08:30 and capturing traces.

Wes reported detailed traces were completed on Friday.

08:37 1500 users

John Moody of HP reports load balancer does not show any issues

ICM is monitoring the web servers

ICM requested information on change made yesterday that impacted connectivity to mainframe.   Gary
reported the change was related to a push to IPS. The IPS was in a volatile state and is now in bypass
mode.

08:45 1700 users

Wes Evernden is watching the firewall and reports looks healthy, confirmed runnin on crossbeam
hardware and checkpoint software.

The system is stable at this time with one policy server and 2 less application servers.???

So far problem with Tier 1   s 15   agents. No evidence of issues with Tier 2.

Web servers traffic has become busier in the last 4 minutes to   s 15

09:00 1927 users all internal good reports of performance. 450 external web server connections

09:03 starting to receive reports of slowdown (running queries specifically) Edmond was investigating
application, this is Tier2. Before slow downs were in the navigation (has since been determined to be a
known issue outside of the current scope of a long running transaction)

09:03 Gary Perkins requested information on Highest talkers. Wes following up.

09:10 ICM reported clients in Nelson reported network issues. Requested clients open incident ticket
with specific details so Network Operations can investigate as they cannot see any issues.

09:15 HPAS reported load on Exadata is normal.

Database load is normal

09:18 ICM reported that a Microsoft representative on site at 333 Quebec and David is on the
conference.

09:22 arrangements made to gather required information to enable traces from Workstations through to the servers. Wes Evernden to set up from the IP addresses identified.

09:25 2050 sessions logged on good performance

09:30 19 12 sessions logged on good performance

Wes Evernden reported on top talkers and initial analysis suggests consistent across. Gary Perkins reported that these end users would be contacted to determine what activities they were performing in the application.

09:41 Paul reported there is a web agent trace log tool available to aid in identifying slow transaction.

09:45 1625 sessions logged on good performance. ICM reported that a communication has been sent to their Deputy Ministers to ask users to not log on unless they have necessary work to perform.

09:51 Colin Kopp requested a current packet capture of approx. 5 min to look for any indication of 90 second delay noted in an earlier trace.

ICM reported that the Oracle Account manager (Julie Sanbeg) was on site at 333 Quebec

10:00 Internal discussion on CA request to lower the Authorization session in cache from 50,000 to 9000. Decsion not at this time but will keep in list of to dos when system stable and further trouble shooting.

Gary Perkins requested a common repository be established for logs and traces to be posted and made available to review and collaborate analysis. Dennis Murch set up a Sharepoint site. Sherry Griffiths will

RMG 2014 - 001 ICM
performance issues.n

be managing these requests and posting to the site.

RFCs for HPAS
Admins - May 8-9.msg

10:05 ICM has requested HPAS to provide a summary of changes and incidents

Fwd FINAL
CORRECTED logs (cor

Network reports

10:10 1582 sessions logged on   No sessions kicked out,   no issues reported.

ICM requested another report on top talkers. Wes Evernden is preparing

10:13 Internal discussion: LTSA has reported some issues last evening at 07:00 and this morning that are being worked on in a separate stream. John Oliver, Brian Severinsen and Niki Sedmak are on that team.

10:17 team was informed of 3 new agents added to WAM site this morning. Steve followed up, these were istore orders. Requested clarification on day to day non RFC activities. Clarification all   s 15   and reverse proxy requests will require executive approval.

10:21 Team reiterated goal to restore stability to service.

10:32 ICM requested access logs from policy servers

10:33 1582 sessions logged on no issues reported. ICM reported that clients reports of kicked out of session has been a normal occurrence and is not in scope of the performance issues.

11:23 ICM Oracle Active Testing (OATS) does not correlate with what   s 15   see. The testing harness is generally not in use in production.

Sherry Griffiths has been assigned to manage the log and trace requests and post on the sharepoint site.

CA discussed FOIPPA circumstances where logs may contain personal information. Gary Perkins will manage any FOIPPA concerns.

ICM has requested a number of subgroups be established to focus on specific areas.

The goal of the teams is to ensure that all tools are in place to cover all components for trouble shooting in the event problems recurand to figure out how to get to an optimal sustainable state.

Team A Microsoft centric – focus   on IIS

Team B OATS and CA centric focus

Members   s 15   (Paul, Steve) CA – Alvin Arvin, Julie, Jeff Spinny (onsite on Friday), Denny Prvue) HPAS (Ed Sills; Wes Evernden)

Team C discuss requirements for a LDAP solution bypassing   s 15

Members (Al Wilhelm, Greg Dalgliesh, Paul Servant, Chris Flight, Keith Craig, Bob Kerr)

Team D DR site updates

Members (Lee Johnston, Bruce Webster)

Team E Review Business Cycle.

11:45 status update 1516 sessions logged on no issues reported

12:03 Al Wilhelm joined the team. Audra Gordon is preparing a Service Bulletin.

12:30 Sherry Griffiths was added to team to manage the sharepoint site.

13:15 1536 internal sessions, 511 external sessions. No issues reported.

Break out teams reported back in

Team A – reviewing MS recommendations, reviewing configurations for 90 second parameter to correlate with the 90 second delays noted in logs. Nothing identified to date.

Discussion on update DR site, Requires a 5 hour outage to update database. ICM needs to determine frequency of updates required. HPAS resource are Lee Johnson and Bruce Webster. ICM needs to investigate the ramificaitons of having the DR site down.

Can after hours use production???

Discussed status of   s 15   and   s 15   Currently at R12, should this be changed to R6. Discussed advantages of moving back to R6, for testing and to be ready incase required if a failure of existing web servers. Decision to move to R6 before 17:00 today May 8, 2014u

Team B OATES working on getting past CLP issues. How, when and hardware required. Decision to use   s 15   Policy server. Goal is to reproduce problem on Test environment.

SSBC will set up a test authentication server to exercise the testing harness and generate test case for ICM.   Paul suggests   s 15   and   s 15   Be used to test as the problem has occurred on these two servers. Decision to not test before 17:00 to reduce chance of impact to production. ICM SSBC to work with CA to develop a plan and solution.   ICM to discuss timing risks offline.

ICM to review trace and logs.

Build script to reproduce problem using   s.15   environment. Complete.

Team C – Active directory active working and smoke testing in progress. Team is building a list of exceptions and will regroup later in the afternoon. If required this would take one hour to set up in production. An alternate site will be set up for internal and IDIR users.

Team D – DR site decision to take offline from 01:00 – 06:00. Will bring up in read only up to date to 01:00. Need to determine frequency of updates required.

Team E – ICM Business team to look at all events, jobs, dependencies etc,

Laurie Barker requested a high level technical plan with a description of each team and the associated goal of the team. Demonstated progress, devlop governance around decision making. Gary Perkins will be included in ICM executive Meetings. An Issues management log needs to be initiated and a Risk matrix.

Discussed setting up a process to manage increased load when social workers begin to log on after field activities. Decision, if session count goes above 2000 staff at 333 Quebec will logoff.

Goal of RMG is to maintain stability up to end of tomorrow. No changes to be made to the production environment before this weekend. Then only one change.

Teams A, B, C to rejoin conference for a check in at 16:30

14:00 status update 1554 internal 427 external sessions logon

14:07 Tim Gagne will be added to team A

14:30 status update 1516 internal 411 external good response reported.

MCFD are majority of users logged on ar form MCFD rating of service is 9 out of 10. Access have not been limited in this ministry.

Regional Support Division (RSD) SDSI looks good but has limited number of users.

15:30 1430 internal and 340 external sessions logged on

15:45 1400 internal 326 external

RE SharePoint
site.msg

16:30 group check in.

Discussed threshold of users for Friday Decision to 1100 MSD 700 SDSI total users, stage 100 users at a time. Allow 100 clients at 08:00, 09:00, 10:00 Wency to communicate.

Discussion on returning   s 15   and   s 15   to R6. Decided not required at this time.

Vendors on site tomorrow Microsoft, Deloitte, CA, Oracle?

Team Outcomes:

Team A - 80% of baseline captured and sent to sharepoint. Wes to collect another log need to connect with Paul for discussion. The team has not identified a proactive alerting point. Microsoft recommends FREB and CA logon tracing on test environments be put on ASAP. No impact expect. HPAS (Wes and Ed Sills)confirm timing and approval. FREB should take 15 minutes CA logging agent 5 minute change and an outage to the service.

Team B - define metric of success for logons and navigation (higher priority). Cindy will provide to the team. All base lines should be established and logs required to trouble shooting by noon Friday. Planning scripts to be built. Working on a proof of concept.

Team C – set up in   s.15   environment. Tested small implications. Tested and good to go if required.   Consider to be added to production environment. Implications include pop ups asking for

idir ids. This should disappear for most government users. This can run in conjunction with $\quad$ s 15

and can be split within users.

ICM reported approval to update read only DR site tonight (manual process) and automate process for following updates. Production system will be up, on call and monitoring. HPAS resources are lined up to turn on replication if required.

Ian Donaldson reported HPAS on call tonight and this weekend. Ian will provide names and numbers of on call.

Ian Donaldson and Prairie Blake still contacts for this evening.

Decision

No change for tonight

Friday –

Production system - ramp of more users 100 at a time, 3 instances. monitor

Test system $\quad$ s.15 $\quad$ un OATS against $\quad$ s.15 $\quad$ and production policy server.

For testing request changes to repurpose a web server apply SSL certificate and alternate logon to support test harness.

Discuss change for Sunday.

No action required for Team C

Team A ask for logs to prepare for issues.

Team B FREB, CA logs and test

Cindy to find out if clients are planning on working over the weekend.

Determine weekend coverage and expectaitons.

ICM STATUS POINTS
- 2014-05-08 - 1730.

May 9, 2014

Anil from CA has joined the team and is on site at $\quad$ s 15

Prairie Blake reports all looks good

The resync with DR site was completed at 23:00 last evening

A web server was been turned up for test bypassing CLP , has now been turned down until requested. This will be turned up again today to enable testing.

ICM reported they are reviewing the option to enable active sync on the read only DR system. TBD

ICM reported working on a strategy to grant permissions to required users, at this time access is limited.

CA reported their analysis of the logs have identified thread waiting for 2321 IP   s 15   and have

some questions to be answered by ICM.

Status of the s 15 load balancer rules in progress of uploading to sharepoint site.

Status of the backup policy server was requested. Finished building, final verification before handing over to the   s 15   group.   s 15   server was to be transported this morning.

08:00 internal sessions logged on 557 external sessions 61 DR -1 (ICM)

Reminded group to ensure all logs are uploaded to Sharepoint site. Sherry Griffiths is focal point for any questions, etc.

Discussed the PI policy, Garry Perkins is the focal point for this. An email should be sent to all vendors instructing not to download these files.

Sue Goldsmith to follow up with the Strategic office to get generic NDA form to sign.

08:22 Internal 557 external 61 DRP 1

Internal discussion initiated by Ian Donaldson on single thread possible avenue to explore. Ian Donaldson has sent a note to ICM with a suggested direction to investigate single threading, and shared with the team an experience with Drive BC with the appearance of similarities.

Colin Kopp noted approx. 25% of single threads appear to be blocked.

08:36 internal session logged on 750 external 102 DR 1

ICM reported they will be adding 100 users at 09:00, again at 10:00, and at 11:00 from SDSI and will be giving greater access to the DR site to enable RMG team to make changes if required.

Discussed developing a strategy on changes to be made to production if we have user working on the weekend. Shirley Mitrou has reported SDSI has not booked any users over the weekend.

Gary Perkins is leading the establishment of a ICM technical plan for the weekend and will validate with executive.

08:45 Internal users logged on 845   external 156

David Witzer requested that each working group communicate the staffing strategy for their group over the weekend including an availability and contact points.

09:00 Internal users logged on 954   external 225   adding 100 users.

Gary Perkins reported that they expect the ramp up of sessions logged in will be slower than earlier in the week.   They expect to reach maximum users who will log on around 11:00.

ICM discussions on enabling permissions to allow all users on to their DR site. Laurie Barker is managing the access to the various systems. Nancy Allen will be responsible for the communications. Reports of issues accessing DR site last evening were as a result of users attempting to access the   s.15   URL site rather than   s 15   DR.

09:07 ICM reported they have responded to CA questions.

09:15 Internal users logged on 1101   external 260 no issues reported.

Shirley Mitrou reported that SDSI is not planning on asking workers to come in on the weekend but will be asking to start at 05:00 during the week.   OT will be limited to 4 staff who normally work on weekends.

HPAS requested that netmon be turned on for   s 15   Colin Kopp requested same for a couple of DB servers. The request was declined for today, but will be revisited for tomorrow.

ICM requested a confirmation that stickiness is turned on for ICM web servers. HPAS responded the timeout is turned on and set for idle 300 seconds.

09:30 ICM reported working on approach and plan for the weekend including a resource plan for staff, vendors and requesting the same form MTIC.

09:30 Internal users logged on 1200   external 294 no issues reported.

09:58 HPAS reported requiring a VLAN change to accommodate the new   s 15   server for ILO access. RFC 112921 port VLAN change for LOSIFIVE to be forwarded to executive for approval.

10:00 Internal users logged on 1323 external 327 no issues reported. Added another 100 users

10:04 Hot ticket tracker send out by CSC regarding slow internet response for global web applications. IM329845 new P2 ticket IM330357

10:31 Internal users logged on 1407   external 367 slow response, possibly attributed to internet slow response issue.

10:37, Network services reported bypass in place for IPS   internet traffic response has returned to normal.

Next group conference including breakout groups at 11:30.

10:48 MCFD has confirmed only regular after hours staff will be working this weekend.

RE ICM STATUS   ICM STATUS POINTS
POINTS - 2014-05-09   - 2014-05-09 - 0840.

11:00 Internal users logged on 1475   external 370 no issues reported. Requested a 100 users to be added as well as another 100 at 11:30. ICM is confirming that the business user is exercising the system as designed rather than holding back.

11:15 CSCHELP received a notification of emergency cycle of ITIMS at noon today. Requested a RFC and executive approval.

11:30 Internal users logged on 1550   external 366 no issues reported another 100 added plan to add another 75 users at 11:50

Teams Status reports:

Team A – consolidating logs and continuing analysis. A plan has been prepared to turn up monitoring tools in production in production.

Team B – Paul has supplied instructions to ICM to turn on new policy service i   s.15   Expect to be available for testing in approx. 1 hour. And begin OATS testing.

Team C – Proof of Concept complete. Single signon may be applied next week if required.

Team D – Read Only - DR site is up to date as od 11:00 last evening. File took approx. 1 -1.5 hours, DB approx. 4 hours. Expect the next DR refresh should take less time. The DB update will be manual. ICM will discuss details offline. Manual refresh planned for Friday, Saturday, Sunday, Monday 19:30 – 00:30. Expect will take less time on weekends.

Shirley gave report on weekend use as supplied to her by client Ministries. Nancy Allan reported there are 85 after hours users. The Ministry has asked ICM for confirmation to start approx. 700 users at 05:30 during the week. (YES)   Additional SDSI users to log on at 09:15 when given go ahead.

RMG will check in at 08:00

Team D - Deloitte is preparing a list of jobs (daily, weekly, monthly) and inserting business context to these jobs.

Nancy will reach out to clients regarding client business impacts. Nancy will report.

Team E – Restoration plan – guiding principal- maintain stability, improve redundancy, ramp up users.

A draft plan has been prepared, and been distributed to the group.

Discussed requirement to split traffic to get test if using two web servers.

Outstanding action items reviewed.

Request for LB rules posted on sharepoint.

Discussed requirement for activities and required resources for weekend. David Witzer has asked for a deliverable from each team. ICM and all vendors including phone numbers for each weekend day. Email list to Jocelyn Schaefer by 14:00. The ICM list and MTIC list will be consolidated and reviewed at 15:00.

Discussed preparing a plan if issues are experienced. Gary Perkins to prepare.

ICM reported business has requested an application change to remove faxing as an option. Decision No

Laurie is preparing a matrix of change and will clarify lower level application.

Colin Kopp has identified the ICM.GOV.BA.CA is found in the load balancer. HPAS has reported this is not an issue or contributor.

Anil Barazai (CA) reported logs analysis is pointing to threads being held for a period of time. This should be reviewed by team A. the report is posted on the Sharepoint site.

13:15 internal sessions 1822   321 external

13:38 1864 internal sessions. Asked a few users and internal administrators to back off, to not exceed the 1800 count.

14:00 requested weekend coverage list from ICM. Still working on.

14:40 RMG detrermined a change management rep was not required on the weekend. A note will be sent out informing executive to inform staff to communicate all emergency changes to them.

URGENT WEEKEND
CHANGE PROCESS.m

15:00 internal sessions logged on 1765 external 361 ICM reported that sessions exceeded 1800, internal admin were asked to logoff the system, no performance issues reported.

ICM reported errors that appear to correlate with HPAS network connection issues in HPAS Data Centre and have noticed in the last few weeks. Steve Mitchell to investigate.

15:10 Group conference

Team updates

Team A – accomplished – logs have been posted. Tools ready if required for this weekend. Ed Kapco if needed. The team reviewed the CA report and nothing new has been flagged.

Team B to breakout

This weekend hoping to implement FREB in   s.15   test) system tonight. To allow OATS testing tonight. MTIC security operations will be implementor. Bill forwarded the request to Gary Perkins to initiate. Assume to be approved.

Friday validate a test is possible and run the script against   s.15   test).

And FREB in production ICM system on Saturday.

Saturday test on production one web server, then add second web server on production ICM environment. Between 12:00 – 14:00. Performance may be degraded when testing, but may take the system offline.

Discussed extending the window to 15:00 on Saturday and cancelling Sunday change window activity, Not approved.

Roll back   s 15   or   s 15   to R6.

Manual sync of data Deloitte at 19:30. HPAS do not need to be involved.

Technical Plan will be posted on the share point site.

Sunday discussed reintroducing A38 switch HPAS needs to be notified to arrange. Requires a RFC.

Discussed netmon capture at   s 15   and   s 15   Decision to run netmon capture on   s 15   only. Add   s 15   to production ICM system. Run OATS , then remove from production environment.

LDAP testing Bill and Paul to arrange location to work fro

Discussed fix to firewall in   s 15   to resolve issue of access to DR site for some clients.m on the weekend. Approved for Saturday morning.

Wendy is preparing a plan with time line and associated resources.

Conference for 10:00 and 14:00 Sunday and Monday. Bridge open in between meetings.

Require a status update on Sunday. Gary Perkins will email a status update after Sunday actvitiy.

16:30 internal sessions 1159   external 179

The RMG will reconvene at 08:00 Monday May 12, 2014

17:43 ICM reported all changes have been approved, An updated plan is being prepared and distributed as well as posted on the sharepoint site.

ICM STATUS POINTS
- 2014-05-09 - 1650.

 Plan.msg

 RE SharePoint site.msg

 RE Contacts.msg

Weekend call out

 Resources available for the weekend.msg

ICM STATUS POINTS
- 2014-05-09 - 1805.

Mike Foltinek is contact for Security operations 250 952 6494

Fwd IIS Premier Field
Engineer Weekend Su

No action items for   s 15   team tonight , if required call out as per call out list.

May 9, 2014

Conference attendees:

Dennis Murch, Steve Mitchell, Dan Deane, Colin Kopp, Steve Shulhan, Ian Bailey, Gary Perkins, Wency Lum, Mark Loan, Brian Severinsen, Ian Armstrong, Steve Wilson, Cindy Beaton, Keith Parkin, Ian Donaldson, Sue Goldsmith, Narcius Misconiu, Sharon Koot, Cheryl Strzelecki; Lynda Hoel, Paul Servant, Steve Shulhan, Jocelyn Schaefer, David Witzer

09:15 100 internal users logged   30 enternal

10:00 22 internal users logged on   no performance issues reported. (normal for weekend)

Status report for activities performed Friday evening

Team B OATS team reported

- Were able to simulate to 5000 sessions on the   s.15   test)
- The manual sync was completed on   s 15   DR
- CA and Netmon monitoring set up and turned on in production
- LDAP has been set up on test DR
- HPAS firewall changes were completed this morning.

Gary Perkins reported that the Technical Plan is on track.

OATS is set to be test in production between 12:00 – 14:00

The timing for the A38 switch activity has yet to be finalized. ETA 14:00

 s 15   and   s 15   scheduled to be rolled back to R6

An updated version of the Technical Plan including current status will be posted on the sharepoint site.

Set up LDAP on s 15   ETA 11:00

Discussion on intent of OATS testing in production with   s 15   (to validate OATS testing). 6 or 7 sources so expect testing will load balance on Sunday OATS testing production.

Sue Goldsmith recommended reviewing all changes implemented just before the symptoms began. The list of changes made by each group has been posted on the sharepoint site and will be rebuilt.

Fwd IIS Premier Field   FW update.msg   ICM STATUS POINTS
Engineer Weekend Su   - 2014-05-10 - 1000.

12:00 Gary Perkins reports

Perkins, Gary MTIC:EX 12:03 PM
Hi folks
system confirmed presently stable
elements are stable
testing has begun
we have user monitoring for performance problems
to confirm this will be a steady ramp up IN PRODUCTION
12:02 testing started

12:04 - 78 sessions logged on
12:14 there was a hang in the ramp up of users, we're going to start from 0 again

60 users will be added every 15 seconds
live monitoring performance
please advise if you become aware of any problems, conflicts, other issues
suspected a component recycled but checked and no
rechecked system performance from user perspective and it's good
checked the infrastructure as well and performing okay
the one element we are not monitoring live presently is the load balancer, in the event we replicate
symptoms we are going to back it down and call HPAS who is on standby.

12:22 62 sessions presently, starting ramp up again
12:26 suspect connectivity issues, investigating, stopping test again, connectivity issues seems isolated
to tool connectivity

12:41 Out of 6 remote test machines only 4 machines working. Spreading the testing across those
machines means that we'll have 33% less tests being run.
Just made the call to spread the tests across 4 machines instead.
Anything >1 is the objective so 4 is plenty. Then after will look at why 2 not good.
12:41 restarting tests on 4 boxes
12:46 starting tests using 4 boxes
12:47 120 sessions
12:49 480 sessions
12:55 1000 sessions
1:02 - 1521 users and we ARE seeing symptoms,   logged in from several different machines, the system
is impacted, backing it off, stopping the test, to see if it recovers, testing is stopped, system is recovering,
can see logins working, 1700 users topped out

13:09 we're going to confirm users are back to normal, we are going to confirm the infrastructure is
healthy, we are grabbing the logs off the boxes, suspect the problem is manifesting/visible on   s 15
CPU was fine, RAM/memory fine, confirming network bandwidth and application logging

we're making the decision to turn on audit logging on CA for this next test and turn it off
we're planning to run another test
and get to 1500+ quicker

13:13 system is presently sound, building a plan to gather key data when we evoke this again

13:25 strange behaviour witnessed on performance monitoring on   s 15   IIS web server, there is a GAP
in the performance monitoring with no prior ramp up. it's like it suddenly stopped reporting performance
and then came back. usually a system will degrade and you'll see steady increase but this one was
sudden went away (locally on the box) and sudden return so turning up level of logging on IIS server to
have good samples, just confirmed at least the symptoms were the same... can't confirm same cause...
but blank white screen unable to log in

13:28 ramp up of sessions starting
13:41 test running but users not increasing, not seeing load increase
13:53 users ramped up to 1200-1300 with additional idle sessions, seeing the symptom, gathering last captures, dumps

13:55 System returning to normal, turning off auditing

13:53 saw 3400 sessions but that is misleading. it's more likely that it was 1200 and can explain

test 1: hit 1700 and had symptoms
test 2: 2200 but that includes original 1700 so really 500 but test failed so had to restart
test 3: 3400 but that could include original 2200 so more like 1200 and 2200 idle

14:00 group conference
Attendees; Steve Shulhan, Lynda Hoel, Cheryl Strzelecki, Ian Bailey, Wency Lum, Cindy Beaton, Gary Perkins, Steve Mitchell, Ian Donaldson, Keith Parkin, Dennis Murch, Colin Kopp, Brian Severinsen, Ian Armstrong, Niki Sedmak, Sue Goldsmith, Cathleen Asher, Mark Logan

Gary Perkins reported testing replicated similar symptoms than had been experienced
Summary
12:40 test on 4 boxes able to get 1500 sessions – maxed out at 1700 sessions
13:00 a slowdown was noticed, ended the test, system recovered.
13:30 next test 1200 sessions, symptoms noticed , this time more intense logging set up.
14:06 system stable and back to normal
Gary noted a gap in performance monitoring on   s 15
Captured logs will be forwarded to vendors for analysis

Team is revisiting OATS setup, todays test included the CLP (unintentional). Paul Servant is working with the OATS team to make the required adjustments.

Sundays 12:00 – 14:00 test will have Microsoft online.

Discussed the different results in Friday evening test in   s.15   and todays production test. Will require a component by component analysis.

The Technical Plan will be revisited.

Second test may have been Database contention due to numbers ramped up. The user count not as precise because of old sessions.

Sunday test will be adjusted, Decision: s 15   will not be added to the configuration.

Decision: The A38 switch change will not be implemented on Sunday deferred to a later date.
All other changes proposed for the Sunday test will be postponed. The   s 15   DR sync will proceed as planned.

Sunday window will test in same configuration but bypassing CLP.
The technical plan will be revised and ready for review at 15:30.

14:56 - 45 sessions logged on   6 external sessions logged on. ICM will call these users to ask performance.

ICM STATUS POINTS ICM STATUS POINTS
- 2014-05-10 - 1357.- 2014-05-10 - 1357.

15:30 group conference

Reviewed weekend plan posted on the sharepoint site. All changes originally scheduled for Sunday to the ICM testing have been cancelled.

Discussed the requirement for a meeting of the SMEs and vendors to discuss, logs, traces and analysis before full conference call. Decision Jocelyn to schedule meeting at 10:00 with list of names provided by Gary Perkins.

Discussed the requirement for an analysis of the difference between the production and   s.15 environment.   Deloitte and ICM team responsible.

Dennis Murch will contact HPAS with the staffing requirement for the 10:00 analysis meeting.

The 10:00 conference meeting will be rescheduled to 11:00.

Clarification provided by ICM   s.15   was changed to R6 this morning.

Wency will mail results of executive meeting to the team.

ICM STATUS POINTS
- 2014-05-10 - 1605.