



February 26, 2020

To: All CivicCMS Clients

Subject: After Incident Report – 2/24/20 & 2/25/20 [Note: Comments in “ ” are taken directly from Contegix Correspondences]

February 24<sup>th</sup> – websites started behaving abnormally at ~9:15AM. We immediately contacted our hosting vendor’s Data Center staff and were told they were aware and investigating the situation. We began responding to client calls and emails in an effort to keep everyone updated as information/updates were received.

At 10:18 we were notified by the vendor’s (Contegix) Director of Support Operations that they felt they isolated the issue and were attempting to restore services. “We think we have determined that cause of the outage. A core fabric switch shut down due to a bad power supply and we are in the process of rebooting it at this time. We will keep you updated with more information as soon as we have it.”

We waited for confirmation to update clients. During this time, we were made aware the issue affected all clients in the data center, not only CivicPlus clients. Our 11:08 alert updated all clients of the status.

At 11:52 we were updated that they were working with Cisco engineers. “At around 10:17 am EST we found a failed core fabric switch and did a reboot of the switch but that didn’t resolve the issue. Currently our networking team is working with Cisco to determine the cause of the outage and how to resolve the outage.”

Our next update from them was at 1:57 saying they were still working with Cisco staff “Our networking team is still working with Cisco at this time to get this issue resolved. Please bare with us as we work through this issue.”

At 3:13 they sent an email confirming services had been restored. “You should be up now or shortly. We have resolved the issue.” The Contegix official timestamp for the incident was “9:16AM to 3:03PM”.

Reports from clients and our own testing showed that different clients locally experienced different availability times than Contegix. That can be due to local cache, network restoration across our entire infrastructure, and several other factors. Consequently, there unfortunately is no way to determine the exact downtime time range on a client specific basis.

Overnight February 24<sup>th</sup> - 25<sup>th</sup> – client services performed as usual.

February 25<sup>th</sup> – website availability began deteriorating ~9:00AM. Some websites would load fully, some partially, and some not at all. Initial tests were inconclusive about the cause. We immediately contacted Contegix Support to assist with the issue. The random availability gave us the early indication that the issue would be easier to resolve but at 10:37 we sent an all clients mass email alerting them to the issue and slowness/outage. We then isolated the problem to the load balancers equipment at the vendor's data center, which are used to spread traffic across our large bank of webserver to optimize page loading and performance. We sent an all clients email update at 12:53.

We worked with Data Center staff to adjust the configuration of the load balancers required as a result of their changes the day before and client websites began performing normally ~2:00PM. All clients were notified at 2:39 of full restoration of services. Yesterday's incident was directly related to the events of Monday and the restoration actions taken by Contegix to resolve their Feb 24 outage.

As a result of these events we will be taking action to improve uptime and restructure our client notification processes to provide more frequent updates of website performance issues. While significant service interruptions have been very rare, we are committed to improve our ability to keep clients updated. We will distribute details on our new process once they are finalized.

We sincerely apologize for the impact of these recent events. We know you rely on us to provide you with reliable service and we continuously strive to do just that. We appreciate your business and are committed to restore your faith in us.

Regards,

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