From:	Gilhousen, Scott
To:	Arne Bergby
Cc:	Steven Threadgold; Linn Veronica Bredesen; Ernesto Ayala
Subject:	RE: Reports
Date:	Wednesday, September 9, 2020 1:55:00 PM
Attachments:	image005.png

Is there still time to meet today?

From: Arne Bergby <Arne.Bergby@itslearning.com>
Sent: Wednesday, September 9, 2020 11:52 AM
To: Gilhousen, Scott <SGILHOUS@houstonisd.org>
Cc: Steven Threadgold <Steven.Threadgold@itslearning.com>; Linn Veronica Bredesen
<Linn.Bredesen@itslearning.com>; Ernesto Ayala <Ernesto.Ayala@itslearning.com>
Subject: RE: Reports

CAUTION: This email originated from outside of Houston ISD.
Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Scott, we are sorry for this. Today we have worked hard an been focused to be sure that Houston didn't had any problem. For some hours ago we had a status meeting and then everything was running smoothly. I don't have exact reason for the downtime, but we will raise this in our meeting on 40 minutes

arne

From: Gilhousen, Scott <SGILHOUS@houstonisd.org>
Sent: onsdag 9. september 2020 18:04
To: Arne Bergby <Arne.Bergby@itslearning.com>
Cc: Steven Threadgold <Steven.Threadgold@itslearning.com>; Linn Veronica Bredesen
<Linn.Bredesen@itslearning.com>; Ernesto Ayala <Ernesto.Ayala@itslearning.com>
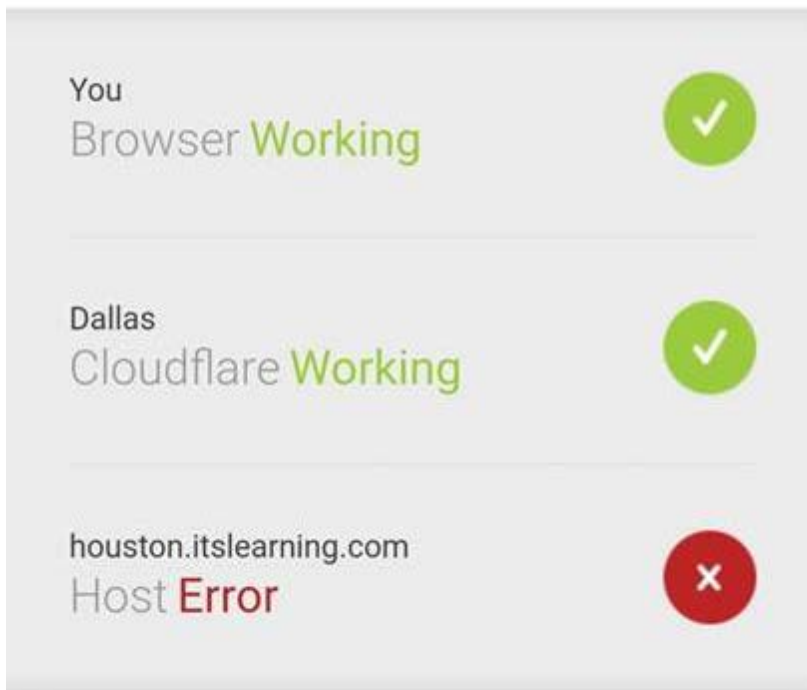**Subject:** RE: Reports

Arne,

Thank you for the feedback.

I am sure you are aware we are down again for the second day. I know that the team is working on this but to be honest this is completely unacceptable. Our kids are loosing the much needed instruction and parents and teachers are completely frustrated. What additional resources is itsLearning brining in to support the district?

10:50

houston.itslearning.com | 5...   TWEET

houston.itslearning.com

Error 502

Ray ID: 5d021154efb9ecd3 •
2020-09-09 15:50:55 UTC

Bad gateway

You
Browser **Working** ✓

Dallas
Cloudflare **Working** ✓

houston.itslearning.com
Host **Error** ✗

What happened?

The web server reported a bad gateway error.

What can I do?

From: Arne Bergby <Arne.Bergby@itslearning.com>

> **CAUTION:** This email originated from outside of Houston ISD.
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Hi Scott, below you have the report I promised to you last evening. The number I mention on phone was wrong. You can see the facts below. I look forward to discuss with you later today.

Houston Report

Statistics:

Number of logins:
Unique Houston logins yesterday between time
07:00 - 14:00: 68 198
14:00 - 18:00: 15 877
Total yesterday: 84 075

Tuesday 08th of September, Houston ISD suffered outages between:

12:55 - 14:09 UTC	Houston pool severe performance reduction
17:16 - 18:58 UTC	Houston pool severe performance reduction
19:32 - 21: 10 UTC	Houston pool major performance reduction

Root cause

Some slow queries seen on Houston when accessing specific large resources with a high number of users.

Actions to mitigate

- Temporarily disabled large courses with more than 5 000 participants. Most of these courses were old. Will reenable the ones needed as soon as possible
- Turned off course cards temporarily for Houston - Implementing a code fix and will reenable that as soon as that is released
- Temporarily disabled system admin access to the system to prevent large searches on large hierarchies
- Put in place several measures to limit impact across the platform and isolating components

  - Code fixes

- Configuring the customer environment

- Releasing code fixes to optimize performance on heavily used pages in the application
- Code changes to continuously reduce traffic between components within the application

arne