

SUBJECT: Changes to BOR Reporting Instance Queries Between August 11th and August 25th Not Retained

POSTED: August 30, 2013

ANNOUNCEMENT

The GeorgiaFIRST Financials Reporting Database (F89RPT) experienced an issue during the weekly refresh on Sunday, August 25, 2013. During the refresh, end-user queries were reset to the versions that were in existence on Sunday, August 11, 2013.

The impact of this issue is that all changes made to BOR Reporting Instance queries between August 11th and August 25th were not retained. Any modifications, additions, or deletions of queries during this time were lost. This includes:

- For queries existing prior to August 11th and modified between August 11th and August 25th, the modifications made during this time period were not retained and are not reflected in F89RPT.
- For new queries created between August 11th and August 25th, these queries were not saved and no longer exist in F89RPT.
- For queries deleted between August 11th and August 25th, these queries were mistakenly reinstated in F89RPT.

The issue did not impact any transactional data.

We sincerely apologize for the inconvenience and have addressed the root cause of this issue so that changes to queries will be properly safeguarded in the future.

MORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.