KI0002:   iStrategy ETL Failure

UPDATED: March 4, 2011

STATUS: Resolved

IMPACT: All data in iStrategy is now up to date as of this morning

ORIGINALLY POSTED: March 4, 2011

ORIGINAL KI0002: ISTRATEGY ETL FAILURE

The March 4th iStrategy ETL failed this morning.

FUNCTIONAL IMPACT

The iStrategy application is still up and running; however, the data in iStrategy does not contain data from yesterday. The iStrategy data was last updated Thursday March 3rd at 3:00 a.m.

Users may also notice that reports may take longer to run than normal.

FUNCTIONAL WORKAROUND

The iStrategy support team is actively working to resolve this issue. There is no functional workaround at this time.

SUPPORTING DOCUMENTATION

N/A

MORE INFORMATION AND SUPPORT

For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-582-2001 or 1-888-875-3697 (toll-free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support requests requires a User ID and Password; contact the ITS Helpdesk to obtain self-service login credentials), or email helpdesk@usg.edu.

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/oiit/policies.