

**KI0005:** iStrategy ETL failure

**UPDATED:** June 21, 2011

**STATUS:** Resolved

**IMPACT:** All iStrategy data is up to date as of 3:00 a.m. today

**ORIGINALLY  
POSTED:** June 20, 2011

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**ORIGINAL KI0005: ISTRATEGY ETL FAILURE**

The June 20th 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 Friday. The iStrategy data was last updated Friday June 18th 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](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](mailto:helpdesk@usg.edu).

**ADDITIONAL RESOURCES**

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

